



# **USER MANUAL FOR THE ECO-LABEL**

**For**

# **TOURIST ACCOMMODATION SERVICE**

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## Foreword

This user manual is designed to assist the applicant during the process of application. Two main documents are intended to help the applicant in the application submission: the present User Manual and the Verification Forms, which contain suggestions for models of the different assessment and verification documents to be provided.

Part I, the User Manual provides a step-by-step guidance on how the scheme operates and how to apply and an introduction to the single criteria and their context in a nontechnical language with a glossary and useful links for further information;

Part II, the Digital Verification Forms supply an application form for the specific product group tourist accommodation service for which you are requesting certification with the fields related to each criterion to be filled in by the applicant electronically.

This is Part I - we suggest that you read it before completing the digital application form in Part II. If you have any queries or suggestions, please call your Competent Body on [**insert** telephone enquiry point]

User manuals are revised when criteria are updated (normally every three to five years), and occasionally for other reasons. Therefore when you decide to submit an application please check with your Competent Body that you are using the most up to-date pack.

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## 1. Introduction to the eco-label for tourist accommodation service

The Community eco-label, or otherwise said European Union Eco-label (referred to as the EU ecolabel in this pack) is Europe's official environmental label. 'The Flower', as it is also called, was established in 1992 by an EU Regulation. It aims to help consumers to easily identify products which are less damaging to the environment than equivalent brands over their whole life cycle.

In 2000 the EU eco-label was relaunched by a revised Regulation No 1980/2000/EC which extended the scheme to cover services.

Tourist Accommodation service was the first product group which has been developed for a service. In this application pack, with the term product, the tourist accommodation service shall be intended.

In 2010 new rules strengthening the EU Ecolabel, entered into force following the publication of the Regulation (EC) N°66/2010, of 25 November 2009. Important changes include even higher environmental standards, lower fees and simplified criteria linked to public purchasing and other EU policies. The new rules include the possibility for Ecolabel criteria to be developed for food and drink products in the future. There will also be greater synergy with other national environmental labels as well as faster criteria development and revision procedures.

Participation in the scheme is voluntary. It is administered by officially appointed Competent Bodies in each EU country.

Businesses whose products comply with the published product group definition and the criteria about the product and its production can apply for the EU eco-label. The technical criteria for specific product groups are agreed upon by EU Member States after consultation with relevant interests, including other departments within the European Commission and European representatives of industry, consumers, environmental organisations, retailers and public authorities.

There are currently eco-label criteria for 26 product groups (more information here: [http://ec.europa.eu/environment/ecolabel/ecolabelled\\_products/product\\_categories\\_en.htm](http://ec.europa.eu/environment/ecolabel/ecolabelled_products/product_categories_en.htm) )

The EU eco-label for the tourist accommodation service has been approved in 2003 and its criteria have undergone revision in 2008, the new version is available here: [http://ec.europa.eu/environment/ecolabel/ecolabelled\\_products/categories/tourist\\_en.htm](http://ec.europa.eu/environment/ecolabel/ecolabelled_products/categories/tourist_en.htm) )

All the criteria are published on the European Commission's official eco-labelling website reported above. The website contains all the other EU eco-label documents and shows in detail how criteria are developed and how the scheme operates.

All key documents are available in many or all Community languages and you may easily download the texts.

**This manual explains the application process in detail. These are the main points:**

- **Eligible products**

To be eligible for the EU eco-label, a tourist accommodation must provide a *tourist accommodation service*

which complies with the product group definition and with the published technical criteria (see Part II, Verification Forms). The service offered may vary within a range of services in addition to the "tourist accommodation service", and may vary or be modified within the period of the EU eco-label award, but must remain in compliance with the criteria at all times. A new application is not required for modifications which do not affect compliance with the criteria (for example the addition of another service, such as special activities for children or pet care or the addition of a swimming pool etc), but the Competent Body must be told in writing about significant modifications (for example the addition of the swimming pool may require compliance to additional criteria because of the score requirements of Section B criteria).

- **Who can apply**

An owner of a tourist accommodation, or an executive manager, can apply for the EU eco-

label to the Competent Body in the EU Member State where the tourist accommodation service is offered.

- **Which Competent Body to apply to**

Applications should be made to the Competent Body in the Member State where the tourist accommodation service is offered. If the service is offered in the same form in several EU Member States, the applicant can choose a Competent Body in one of those states, and that Competent Body will consult those other Member States. For a tourist accommodation brand belonging to a State outside the EU, the application must be made in the European country where the service is (or is to be) offered.

- **Before submitting an application**

The applicant obtains an application form from an appropriate Competent Body (see above), and makes sure that the tourist accommodation service complies with the eco-labelling criteria either independently or with the help of a consultant. The costs to comply and prove compliance are met by the applicant. The applicant compiles the digital application and attaches the relevant documents and certification to show compliance, and submits this with the application form. The procedure for assessing the validity of the application is explained in greater detail further on in this document.

- **On receipt of the application**

The Competent Body invoices the applicant for the application fee when the application is received.

This fee shall be no lower than EUR 200 and no higher than EUR 1 200.

In the case of small and medium enterprises (as defined by Commission Recommendation 2003/361/EC of 6 May 2003) and operators in developing countries, the maximum application fee shall be no higher than EUR 600. In the case of micro-enterprises the maximum application fee shall be EUR 350.

The application fee shall be reduced by 20 % for applicants registered under the Community eco-management and audit scheme (EMAS) and/or certified under the standard ISO 14001. This reduction is subject to the condition that the applicant explicitly commits, in its environmental policy, to ensure full compliance of its ecolabelled products with the EU Ecolabel criteria throughout the period of validity of the contract and that this commitment is appropriately incorporated into the detailed environmental objectives. ISO 14001 certified applicants shall demonstrate annually the implementation of this commitment. EMAS registered applicants shall forward a copy of their annually verified environmental statement.

The Competent Body checks that the product complies with the criteria, and that the application complies with the assessment and certification procedures

Where the eco-labelling criteria require service facilities to meet certain requirements, these must be met on all grounds where the facilities are present, provided they be under the management of the product owner or manager (instead of third parties licensing the service).

- **If the application is successful**

The Competent Body awards a licence to use the EU eco-label under the terms of the standard contract. The requirements for obtaining the EU eco-label are the same in each Member State, so once the EU eco-label has been awarded by one Competent Body, it is valid throughout Europe and the product can then be marketed with the EU eco-label throughout the Community, and the EU eco-label can be used on the product and in advertising it. The Competent Body then may invoice the applicant for the annual licence fee.

For the annual licence fee, the competent body may require each applicant who has been awarded an EU Ecolabel to pay an annual fee of up to EUR 1 500 for the use of the label.

In the case of small and medium enterprises and operators in developing countries, the maximum annual fee shall be no higher than EUR 750.

In the case of micro-enterprises the maximum annual fee shall be EUR 350.

The period covered by the annual fee will begin with the date of the award of the EU Ecolabel to the applicant.

The award normally lasts until the criteria expire and are revised, at which stage there is a simplified procedure for renewal under the revised criteria.

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## 2. The application process

The applicant has to fill in the electronic application forms provided together with this manual. The forms are in the "open office" format, the free program suite can be downloaded [here](#). All relevant fields have to be compiled with the requested information, and the [relevant declarations](#) indicated in the field "Documents to be attached" have to be filled in, either

signed digitally or printed out, signed and scanned, and sent in together with the application form.

This manual gives further information regarding to the single criteria, their context and the required documentation. It contains also detailed indications where in the electronic application form each criterion has to be filled in.

In some cases, where shown, a producer's declaration is sufficient, but in others independent confirmation is required.

The Competent Body will invoice applicants for a non returnable application fee on receipt of the application. If the application is successful, the Competent Body will invoice the licensee for an annual fee. It will apply all relevant reductions.

To enable the Competent Body to verify the correct implementation of the EU eco-label, the documentation should include an illustration of the proposed use of the EU eco-label within the tourist accommodation or elsewhere.

## 2.1 Assessing compliance with criteria

Before submitting the application to the Competent Body, the applicant must have the tourist accommodation service assessed for compliance with the [technical criteria](#) for the product group. The [verification documents](#) are self-declarations, declarations and other relevant documentation from providers of goods and services, including manufacturers, and local authorities, relating to the goods, services and other activities present in the tourist accommodation of the applicant and which are covered by the criteria.

### **Procedure for assessing the application**

After receiving an application the Competent Body will examine the dossier including the documentation sent directly from the suppliers. The Competent Body has the possibility to ask for further information, if necessary.

The case officer at the Competent Body assessing the application makes a list of missing documentation, which is communicated to the applicant. The applicant makes sure that the listed requirements are met and provides the Competent Body the missing documentation. In most cases it may be necessary to send more than one list of missing documentation.

When all documentation has been assessed and approved, the Competent Body shall carry out an onsite visit to the applicant.

When all requirements have been met, the Competent Body will sign the contract with the applicant.

### *Certified self-assessment*

Applicants shall provide written information on the compliance to the criteria, as requested by each criterion (see Part II). Documents should be recent. **Competent Bodies may make further checks on data submitted, and on this basis the Competent Body will not accept declarations which are more than six months old at the date of the application.**

In the product group tourist accommodation service no laboratory tests are required, but declarations from manufacturers and other qualified professionals who are responsible for the features and maintenance of the equipment tackled by the criteria in this award scheme.

### *Costs of assessment and certification*

The costs of requests of all documentation for verification must be met by the applicant, and are in addition to the application and annual fees mentioned above, so applicants are advised to plan the verification procedures and costs with the staff and/or managers who shall be responsible for them before applying.

### *Assessment*

Where appropriate, test methods and standards other than those indicated for each criterion may be used if their equivalence is accepted by the Competent Body assessing the application.

Where the applicant is required to provide declarations, documentation, analyses, test reports, or other evidence to show compliance with the criteria, it is understood that these may originate from the applicant and/or his supplier(s) and/or their supplier(s), et cetera, as appropriate.

### *General requirements*

In order to apply for the Eco-label the applicant needs to comply with European, national and local legal requirements. In particular shall be guaranteed that:

1. The physical structure is built legally and respects all relevant laws or regulations of the area on which it is built, especially any related to landscape and biodiversity conservation .
2. The physical structure respects the European, national and local laws and regulations

regarding energy conservation, water sources, water treatment and disposal, waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions.

3. The enterprise is operational and registered, as required by national and/or local laws and its staff are legally employed and insured.

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## 2.2 Putting together the application form and dossier

The applicant then completes the application form. The documentation and appropriate declarations and supporting material relating to the performance of the tourist accommodation must be collated in the dossier to demonstrate that it complies with the criteria. The dossier should include an illustration of the proposed usage of the EU eco-label. If the application is successful, the applicant will be expected to retain the dossier and keep it up to date for the duration of the licence.

The digital application form has to be filled out in all details, saved and submitted to the relevant Competent Body, accompanied by the printed, signed and scanned letter contained in the application form which declares that the information submitted is true and the tourist accommodation corresponds to the requested criteria.

### **GENERAL INFORMATION FOR THE COMPILATION OF THE ELECTRONIC VERIFICATION FORM**

The aim of this file is to assess that the tourist accommodation service complies with the requirements of the EU eco-label scheme. It must be filled in by the applicant in all its relevant parts and sent to the Competent Body with the requested documentation attached as scanned files in pdf format.

The spreadsheet consists in 4 sheets other than this information, concerning:

**"Applicant's data"** where the applicant must fill in detailed information about his tourist accommodation and the services offered, answering each field.

**"Mandatory Criteria"** in which the applicant must declare to comply with and provide the specifications required for each mandatory criterion. When a criterion is not applicable, justification of non applicability shall be given in the "answers note" cell. The full explanation for each criterion is visible positioning the pointing device over the criterion's number.

**"Optional Criteria"** in which the applicant has a wide range of possibilities in order to find the requirements which best fit his possibilities and his environmental policy, and which are applicable in

his case, and so declare, where appropriate, the compliance with the criteria and provide every specification required. Each of the criteria set out in this Section has been attributed a value expressed in points or fractions of points, therefore all criteria have to be answered, either affirmative or negative or with the relevant data. In order to qualify for the award of the Eco-label, tourist accommodation service must score a minimum of points (see the user manual for further information). The full explanation for each criterion is visible positioning the pointing device over the criterion's number.

**ATTENTION: In these three sheets, all "answer/option" cells have to be compiled, otherwise the application will not result valid.**

**"Total Score"** the sheet, strictly consultative, that provides the applicant with the final score achieved by his tourist accommodation. The data on the sheet result from the answers given by the applicant in the other sheets and cannot be modified if not changing the answers in the relative sheets.

**"Consumption tables"** the last sheet, in which the applicant must insert the consumption data collected during the last semester. (See criteria n°27-28)

### **Explanation regarding the single columns:**

**REQUEST:** this field specifies the exact requirements of the criterion, asking the applicant to declare his compliance with it. This field is for information only and cannot be modified.

**ANSWERS/OPTIONS:** in this field, the applicant answers if he complies with what the criterion asks for, as specified in the REQUEST field. Generally the answer is YES or NO/Not applicable, in some cases it can be a value. This field has always to be answered, no matter if the tourist accommodation complies with the request or not, otherwise the application will result not valid. Further information has to be inserted into the ANSWERS NOTE field.

**ANSWERS/NOTE:** this field contains all further information regarding the REQUEST which is not sufficiently answered in the ANSWERS/OPTIONS field, such as reasons for non applicability of the criterion in the Mandatory section and detailed values and specification for the Optional section. This field has to be filled in only where further information is requested.

**DOCUMENTS TO BE ATTACHED:** this field specifies the documentation which the applicant has to produce and attach to the application, as requested by the criterion. The User Manual contains more detailed information regarding the necessary documentation which has to be supplied together with the application, and how it shall be obtained in the section for each criterion with the same name. All documents, prior to being scanned into the computer, have to be signed and stamped by the responsible (legal representative, or at least part of the managing staff) of the firm, including the date of signature, which shall not be further than 6 months from the proof of either postal or electronic invoice of the application.. This field is for information only and cannot be modified.

**COMPLIANCE CHECK (Mandatory Criteria):** This field is automatically generated depending on the answers given by the applicant. It cannot be modified if not changing the answer in the ANSWERS/OPTIONS part.

**SCORE and TOTAL SCORE FOR CRITERION (Optional Criteria):** These fields are automatically generated depending on the answers given by the applicant. They cannot be modified if not changing the answers in the ANSWERS/OPTIONS part.

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## 2.3 Application and licence fees

*[Insert details of fee levels and invoicing arrangements where different]*

Fees may differ in EU Member States, because the scheme permits Competent Bodies to set fees within a stated range, according to Regulation (EC) N°66/2010, of 25 November 2009. Competent Bodies may have also different practices about exactly how and when they collect fees.

### *Application fee*

A non-returnable application fee is payable when an application is made. It does not apply to renewals, or when an existing product is modified or new products are added to an existing contract. According to Annex III of Regulation (EC) N° 66/2010, the application fee shall be no lower than EUR 200 and no higher than 1200.

### *Annual fee*

If the application is successful, an annual fee could be required by the Competent Body , starting from the date that the EU eco-label licence is awarded to the applicant. According to Annex III of Regulation (EC) N° 66/2010:

- 1.The annual fee for the use of the label will be up to EUR 1500
- 2.In the case of small and medium enterprises and operators in developing countries, the maximum annual fee shall be no higher than EUR 750
3. In the case of micro-enterprises the maximum annual fee shall be EUR 350

These figures exclude costs of any necessary additional tests or monitoring by the Competent Body, including site visits, for which the Competent Body will invoice the licensee.

Payment will be collected annually by the Competent Body, , that will invoice the licensee accordingly for payment by its procedures. The Competent Body will apply all relevant discounts, but will ask for the relevant proof.

For further details on the annual fee, including its calculation basis, please contact your Competent Body

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## 2.4 When the application is received

The Competent Body allocates a unique number to each application. If the application is successful this number will be used to register the contract.

As a notional example,

XX / 25 / 01 would be made up currently as follows:

XX: the initials of the designated Competent Body according to the State (IT for Italy, for example)

25: the product group code (here tourist accommodation service)

01: the progressive application number for that product group (thus identifying the applicant)

The Competent Body will check that the application is complete, and consider the dossier to assess whether the application complies with the product group criteria, and that the application conforms with the verification requirements. It may require further proof of some declarations or arrange an appointment to visit or audit the applicant's site. If the applicant sub-contracts part of the tourist accommodation service, the Competent Body may visit the sub-contractor(s) on the same basis.

If the Competent Body awards the applicant a licence to use the EU eco-label, the applicant is included in the list of eco-labelled products on the Commission's register and website.

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## 2.5 After the EU eco-label is awarded

Once the EU eco-label has been awarded, the licensee can display the logo inside and outside

his tourist accommodation and use it in advertisements, provided that the conditions in the Contract are observed.

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## 2.6 Compliance monitoring

The Competent Body or its authorised agents may undertake any necessary investigations to monitor the ongoing compliance by the holder of the EU eco-label licence as regards both the product group criteria and the terms of use and provisions of the contract. For this purpose the Competent Body may request, and the holder shall provide, any relevant documentation to prove such compliance, or carry out audits. In such cases the Competent Body may request to visit the premises at any reasonable time with or without notice, and the holder shall grant access.

**On-site inspections are recommended to be performed by the Competent Body.**

The applicant shall pay all expenses for tests and verifications related to the application, holding and use of the EU eco-label. The Competent Body can require reasonable costs needed to cover the assessment procedure. Methods of monitoring may vary in EU Member States, but the aim is to ensure that all products conform to the criteria, irrespective of the EU Member State where the application is made.

**In order to maintain simplicity in the verification documents required for this product group, the documentation to be sent at the moment of application has been kept to a minimum.**

**However, the Competent Body may ask for additional documentation. The applicant shall provide this documentation either by mail or at the moment of the on site inspection.**

The monitoring process is likely to be simpler where the applicant holds a recognised quality standard (eg ISO or EMAS) and uses certified suppliers.

(Note: it is not required to implement such management schemes.).

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## 2.7 Renewing the contract

When the published criteria for a product group are revised, licensees should renew their contracts.

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## 2.8 Modifications to eco-labelled products, and adding new products

### *Modifications*

As stated above, products already covered by the EU eco-label licence may be modified, but must remain in compliance with the criteria at all times. **A new application is not required for modifications in product characteristics which do not affect compliance with the criteria** (for example, changes of colour, size and design), **but the Competent Body must be informed in writing about significant modifications, such as changes of name.**

To do this, applicants should send to the Competent Body:

- \* the name of the eco-labelled tourist accommodation
- \* the number of the eco-label licence;
- \* a description of how the modification affects the eco-labelled product or range of products (eg whether the change is simply in product name, or if it has ceased activity or other);
- \* confirmation that :
  - a. the tourist accommodation service is already covered by the dossier submitted with the original application;
  - b. the tourist accommodation service is still in complete conformity with the EU eco-label criteria.

### *New products*

Where an applicant wants the current licence to be extended to cover other tourist accommodations under the same management in the same administration district (district which has access to the same local facilities and is under the same local laws) the new application form and dossier regarding the new structures should be submitted but the Competent Body will not charge an application fee.

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## 2.9 Withdrawal or expiry of the EU eco-label

The Competent Body can suspend or withdraw the right to use the EU eco-label for the product concerned where the terms of the contract are breached.

In the same way, at the end of the criteria validity, the applicant will not refer to the EU eco-label, although in these circumstances the Competent Body will make allowance for the time needed to sell already printed promotional material. At this time, revised criteria are likely to be developed. Licence holders will have at least six months to reapply against the new Commission Decision regarding renewed criteria. A new contract can be signed between the Competent Body and the applicant after checking conformity with the new criteria.

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## 3. Product group definition and criteria requirements

The product group definition for *tourist accommodation service* is set out in the box below.

The product group 'tourist accommodation service' comprises the provision, for a fee, of sheltered overnight accommodation in appropriately equipped rooms, including at least a bed, offered as a main service to tourists, travellers and lodgers.

The provision of overnight sheltered accommodation may include the provision of food services, fitness and leisure activities and/or green areas.

In the framework of this Decision, food services include breakfast; fitness and leisure activities/facilities include saunas, swimming pools and all other such facilities, which are within the accommodation grounds and green areas include parks and gardens, which are open to guests.

Criteria for the EU eco-label for *tourist accommodation service* have been agreed by taking into account various impacts at each step of the product's life cycle, including *the purchases conducted in order to provide the service, the use of the service facilities, the management of the waste produced as a result of the service*. They are listed in the formal Commission

Decision of 2009/578/EC, of 9 July 2009

The criteria aim in particular at: reducing consumption of energy from fossil fuels, reducing consumption of chemically treated water and of chemical substances contained in detergents and disinfectants, as well as reducing unsorted waste production without undermining the fitness for use of the final service.

More specifically, they aim at ensuring the use of energy efficient heating and electrical devices, saving water through technological devices where necessary, training staff in order to

put in implement environmental management behaviour such as avoiding excessive use of chemical substances, separation and proper disposal of waste. As a whole, the criteria aim at improving management measures toward a more conscious and efficient environmental performance from lead, staff and guests.

The criteria will be valid for three years from the date of notification of the Commission Decision, then, there shall be the revised edition of the tourist accommodation service EU eco-label.

In order to make sure that the applicant is considering the most recent version of the criteria, it is best to confirm with the relative Competent Body the latest edition.

### ***Health, safety and other environmental requirements***

Products awarded the EU eco-label must also comply with the general provisions of the Regulation (EC) N° 66/2010. Article 6 of the Regulation states the general requirements of the EU Ecolabel criteria, including that the EU eco-label may not be awarded to goods containing substances or preparations/mixtures meeting the criteria for classification as toxic, hazardous to the environment, carcinogenic, mutagenic or toxic for reproduction (CMR), in accordance with Regulation (EC) N°1272/2008 , on classification, labelling and packaging of substances and mixtures, nor to goods containing substances referred to in article 57 of Regulation (EC)N ° 1907/2006, concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals ( REACH).

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## **4. Terms and definitions**

**Accommodation type:** since the EU eco-label is awarded to the tourist accommodation service, and tourist accommodation structures, as follows is a list of the many different lodging structures which can apply to one of the two EU eco-labels. The different types of accommodation structures are classified according to Commission Decision 99/35/EC and are as follows:

<b>Accommodation type</b>	<b>Accommodation type</b>
<b>COLLECTIVE ESTABLISHMENTS</b>	<b>OTHER COLLECTIVE ACCOMMODATION</b>
<b>HOTELS</b>	Holiday dwellings
Hotels	Camp sites

Motels	Youth hostels
apt. Hotels	Group accommodation and holiday homes for elderly, employees, workers and students
roadside inns	mountain refuges (mountain huts)
beach hotels	<b>SPECIALISED ESTAB.</b>
residential clubs	Accommodation related to Health establishments
<b>SIMILAR ESTABLISHMENTS</b>	Accommodation related to work and holiday camps
boarding houses	Accommodation related to Conference centres
tourist residence	<b>PRIVATE ESTABLISHMENTS</b>
Bed and Breakfast (B&B)	Rented rooms in family houses
Farmhouse	Dwellings rented from private individuals or professional agencies
Country House	

Any type of accommodation which is listed in addition to tourist accommodations, is sheltered accommodation, and should be regarded as such for the consideration of any relevant issue.

The definition of tourist accommodation for the EU eco-label purposes is as reported in the product group definition.

**Air conditioning:** the air conditioning devices considered in this document are Room Air Conditioners (RAC). The following table reports the devices included and excluded in RAC.

Included in the RAC	Excluded from the RAC
Single-packaged units	Spot air-conditioners
Split-packaged units	Dehumidifiers
Multi-split packaged units	Close-control air-conditioners
Single-duct air-conditioners	Control cabinet air-conditioners
	Evaporative coolers
	Desiccant coolers

**Assessment:** evaluation of compliance with criteria requirements. In order to assess compliance, verification documents shall be required.

**Auto-production** (of energy in this document): production of energy which originates within the tourist accommodation grounds. For example, if the tourist accommodation has a photovoltaic system or a wind energy system it has auto-production of electricity; if it has solar heat panels, it has auto-production of energy used for heating purposes.

**Biomass:** all organic matter is known as biomass; the energy released from biomass when it is eaten, burnt or converted into fuels is called biomass energy.

**Bushmeat** : is usually understood to refer to the meat of any terrestrial wild animal used for food. The animals include primates such as Gorillas and Chimpanzees, but also elephants, buffalo, zebra, hippopotamus as well as rodents and birds. It is the opposite of "domestic meat" which is grown purposefully for food by man. It is most commonly hunted in the equatorial forests of west and central Africa.

**Combined heat and power (CHP):** energy generation technology which efficiently uses the fuel for both electricity and heat production. It is not in itself a renewable source of energy, however, due to the efficiency with which it produces energy, for the purposes of this document it has been considered as environmentally positive as the production of energy through renewable sources of energy. Often combined heat and power plants do use renewable sources of energy. CHP is applicable mostly in larger buildings such as apartment blocks, hospitals, hotels, leisure centres, airports, shopping centres, and other large office buildings.

(According to EUROSTAT, the EU average overall efficiency of CHP plants was in 1998 74,9% compared with an average conversion efficiency of 39,4 % in conventional power generation (CHP Statistics (1994-98) Draft Summary Report and EUROSTAT figures on conventional power generation in Commission Staff Working Paper "Completing the internal energy market", SEC(2001)438).)

**Community eco-label:** see eco-label

**Competent Body:** organisation responsible for the application of the EU eco-label in every Member State. The Competent Body gives information on application, distributes this application pack and is responsible for the verification of compliance prior to the award of the EU eco-label and during the validity of the contract in case the award is granted.

**District heating/cooling:** transportation of heat or cold from the generation plant which is away from the household/company units but is connected to each household unit by tubes. Connection to existing district heating or cooling networks offer an energy efficient option to

meet the heating or cooling demand of a building.

**Double glazing:** window insulation whereby two layers of glass of the same window are separated by an air gap.

**Eco-label:** a label which promotes the reduction of negative environmental impacts of the products or services to which it applies. The Community eco-label is the official eco-label of the European Union, in this document it is written in the shortened form EU eco-label, which seemed more appropriate for clarity and length. In some criteria, reported from Commission Decision on tourist accommodation service, the EU eco-label is called Community eco-label or simply eco-label. The EU eco-label is a Type I Eco-label.

**Electric mains-operating appliance:** appliance which derives its energy from the electricity provided by the central (mains) system.

**Electricity consumption:** kWh of electricity which are used by the tourist accommodation. For the purpose of measurements the yearly consumption is intended.

**EU eco-label:** see eco-label.

**Facilities:** means or equipment supplied for an activity.

**Fitness activities:** see leisure activities.

**Food services:** those services which include distribution of food and/or drink, including shops and kiosks.

**Geothermal Energy:** energy coming from the natural heat of the earth stored in rock and water within the earth which can be extracted by drilling wells to tap anomalous concentrations of heat at depths shallow enough to be economically feasible. Low enthalpy resources (50°C to 150°C) can be used for heating purposes: large base load demands such as district heating, horticulture, recreational uses such as spas. Medium and high enthalpy resources (> 150°C) are used for electricity production.

**Glazing:** the glass or plastic panes in a window, door, or skylight.

**Green areas:** areas which include grass or plants planted on ground.

**Hazardous waste:** see waste.

**Heat pumps:** a heat supply option, which, under certain circumstances, can contribute

positively to saving energy in buildings. Heat pumps can have high efficiencies and are applicable in some cases both for single and multi-family dwellings for space heating. Usual efficiencies are higher than 200% .

**Heating from RES** : heating of air and sanitary hot water deriving from geothermal, solar, combustible renewable (biomass) and waste.

**Insulation:** construction materials used for protection from noise, heat, cold or fire.

**ISO 14024 eco-label guidelines:** see Type I eco-label

**Leisure activities:** all those activities offered by the tourist accommodation such as personal care, such as saunas, or sports, such as swimming, and all other such facilities which are within the tourist accommodation grounds and those green areas which are not part of the tourist accommodation structure, such as parks, woods and gardens which are open to guests, such as excursions and other fun/educational activities, such as trekking or nature walks.

**Local food product:** a product which has been caught or harvested within 100 km of the tourist accommodation or, if the geographical conditions of the country require to consider greater distances, it is a product which distinctly reflects a traditional national economy.

**Main ingredient:** the ingredient which is contained in most amount in a dish. For example: flour for bread and cakes, milk for creams and curds, vegetables for side dishes and salads (making specific reference to the most used types) etc.

**Main supplier** : one of the 10 main suppliers of the tourist accommodation in terms of quantity of products provided or entity of the service. For example: provider of soap, detergents, paper, food, may be among the main providers of goods. Agencies responsible for out-sourced laundry service, maintenance of HVAC or maintenance of office equipment may be among the main service providers.

**Mobile lodging structures:** tents, caravans, mobile homes and camper vans.

**Mountain areas:** areas similar to mountain areas from the point of view of isolation are considered as isolated mountain areas independently of the altitude.

**Renewable energy sources (RES):** energy which comes from sources that are not based on stored energy sources. To a certain extent they can be regenerated in nature. Energy from renewable resources is more environmentally benign than energy from fossil fuels. Renewable energy sources are listed below and can be used for electricity generation or for heating. Renewable sources of energy are: Biomass, Wind, Solar (photovoltaic and thermal), Geothermal, Wave, Tidal and Hydro Power. For an explanation of the single terms please look

at the single voice in this glossary.

**Roof landscaping:** By means of planting on the roofs, the sealing of landscape is reduced and valuable living space for micro organisms is created. Roof landscaping is a relatively easy method, which can be realised without professional help. It is best to use sedum plants because they do not require any further cultivation. It has to be clarified in advance, whether the roof is able to hold the extra weight.

**Sheltered accommodation:** the service provided by a structure whereby the guest is given adequate equipment and service to stay overnight safely and comfortably without providing for his own bedding equipment.

**Small Hydro Power:** Hydro Energy plant producing less than 10 MW electric energy. Schemes require a suitable rainfall catchment area, a hydraulic head, a pipe or millrace carrying water to the turbine and a turbine house containing power generation and water regulation equipment. **Hydro Power** in general is produced from the movement of a mass of water: streams, rising and falling of tides through lunar (and solar) gravitation, wave energy, energy of sea currents.

**(Soil) Sealing:** Soil sealing is the covering of the soil surface with an impervious material or the changing of its nature so that the soil becomes impermeable, such that soil is no longer able to perform the range of functions associated with it. Sealing is one of the most severe impacts on soils. It is the extreme of urban soil degradation and due to its exclusion of vegetation an extreme of desertification. Sealing is defined by an un-permeable or in part permeable surface or subsurface layer of a minimum size of at least 1 m cross section in two directions.

**Solar Photovoltaic:** direct conversion of solar radiation into electricity. Photovoltaics are one of the few renewable technologies which can be integrated into the urban landscape.

**Solar Thermal:** conversion of solar radiation into heat for technological comfort heating and cooking purposes. Solar thermal heating is applied to water, air or structural materials. Conversion of light to heat can be achieved through passive or active systems by mechanically transferring heat by means of a working fluid such as oil, water or air.

**Spillage:** drops or other liquid material falling outside of the intended container. Spillage of toxic material is equivalent to dumping said material into the environment, thus causing pollution and other negative effects.

**Third party:** in certification, a third party is that which is not personally involved in the workings of the certified element, therefore can act as an objective certifier.

**Type I Eco-label:** (ISO TYPE I) an eco-label which has been developed according to the ISO 14024 guidelines. These guidelines include taking into consideration the life cycle of the eco-labelled product, carrying out consultation with stakeholders, guaranteeing transparency of the criteria development and third party verification of compliance with the criteria.

**U-FACTOR:** a measure of the rate of non-solar heat loss or gain through a material or assembly. It is expressed in units of  $W/sq\ m\text{-}^{\circ}C$ . Values are normally given for NFRC/ASHRAE winter conditions of  $18^{\circ} C$  outdoor temperature,  $21^{\circ} C$  indoor temperature, 15 mph wind, and no solar load. The U-factor may be expressed for the glass alone or the entire window, which includes the effect of the frame and the spacer materials. The lower the U-factor, the greater a window's resistance to heat flow and the better its insulating value.

**Verification :** the establishment or confirmation of the truth of compliance with the criteria.

**Waste:** any substance or object which the holder disposes of or is required to dispose of pursuant to the provisions of the national law in force (article 1 (a) of Directive 75/442/EEC). In particular hazardous waste has been taken into consideration by Directive 91/689/EEC Annex III (included in this manual). The most recent list which has been drawn up identifying different products to be waste and hazardous waste products is that of the Annex of Commission Decision 2000/532/EC. The hazardous waste products are those listed by this Directive which have one or more of the properties listed in Annex III of Directive 91/689/EEC

**Waste water :** the water which comes out of the tourist accommodation as a result of provision of the tourist accommodation service.

**Waste water plan :** a plan from the local water authorities showing how to manage liquid waste so as to obtain the waste water which can best be handled by the local treatment plant, according to its type and working conditions.

**Waterless Urinals:** Conventional urinals use at least three litres of water per flush, whereas waterless urinals need neither water nor a flushing system. These new urinals save costs and above all water without making concessions on convenience. At the same time they improve hygiene. The urine flows off the smooth surface of the urinal into a siphon that serves to trap the odour - this is the centrepiece of all waterless urinals, and each producer constructs it in a slightly different way. The siphon contains a liquid sealant that has a lighter-than-water specific density. This floats to the top, allowing the urine to flow through it and away, taking any odours with it. The liquid sealant remains in the siphon. Waterless urinals have no joints or cracks which bacteria can colonise. The special surface repels most liquids and impurities. Cleaning therefore involves less cost and effort than with conventional systems, and strong toilet cleaners are unnecessary. With some systems, water and disinfectant are enough to guarantee hygienic operation. Maintenance work involves replacing the siphon and disinfecting the urinal, and this can easily be carried out by the owner or by a specialist firm in the scope

of a service agreement. The sewage pipes no longer become blocked with deposits because uric scale only forms when urine comes into contact with water. Waterless urinals are functional, economical, hygienic, virtually odour-free, non-contact, and - as the name says - use no water at all.

**Wind Energy:** energy extracted from the wind by transferring the momentum of passing air to rotor blades.

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## 5. Technical criteria

### **BASIC CONDITIONS FOR APPLICATION OF THE EU ECO-LABEL TO THE TOURIST ACCOMMODATION SERVICE. GENERAL LEGAL REQUIREMENTS.**

The applicant has general compliance with the legal requirements related to the service provided and the tourist accommodation is in compliance with the legal requirements related to land use permits, local legislation, landscape integration and management of natural resources and biodiversity.

#### **Criteria: applicability and scoring**

The criteria are divided into sections, Section A and Section B criteria.

##### *Section A criteria*

All the criteria in Section A must be fulfilled, if applicable. This means unless required by law for some criteria, clearly indicated in the criterion or considering the specific situation of the tourist accommodation.

Conditions for applicability are specified for each criterion in the digital application pack.

Documentation of non-applicability shall be provided as well as that for compliance.

##### *Section B criteria*

The criteria in Section B are scored from 1 to 4 points each, according to environmental effectiveness, consumer perception and technical/economic feasibility.

Each of the criteria set out in this Section has been attributed a value expressed in points or fractions of points. In order to qualify for award of the Eco-label, tourist accommodations must

score a minimum of 20 points.

The total score required shall be increased by 3 points for each of the following additional services which are offered that are under the management or ownership of the tourist accommodation:

food services (including breakfast)

leisure/fitness activities, which include saunas, swimming pools and all other such facilities which are within the tourist accommodation grounds. If the leisure/fitness activities consist in a wellness centre, the score required shall be increased by 5 points, instead of 3.

Green areas which are part of the tourist accommodation structure, such as parks, woods and gardens which are offered to guests.

Examples:

a tourist accommodation providing one additional service, such as breakfast **or** a swimming pool needs to reach  $20 + 3 \text{ points} = 23 \text{ points}$ ;

a tourist accommodation providing two additional services, such as a restaurant **and** a swimming pool, needs to reach  $20 + 3 + 3 \text{ points} \Rightarrow 26 \text{ points}$ ;

a tourist accommodation providing two additional services which include a wellness centre, such as a restaurant **and** a wellness centre, needs to reach  $20 + 3 + 5 \text{ points} \Rightarrow 28 \text{ points}$ .

### **Third party management of extra facilities and/or activities**

The criteria are intended to be applicable only to those activities which are under ownership or direct management of the tourist accommodation service.

### **Verification documents and on-site inspections**

In order to facilitate application and reduce paper work, documentation to be produced at the time of application has been kept to a minimum. However, the Competent Body may require further documentation for the evaluation of compliance to the criteria. Such documentation is listed in the section below under "Verification Documents", and shall be provided by mail or

during an on-site inspection.

Competent Bodies have to conduct an on-site inspection of the applicants.

## General legal requirements

As required by Regulation (EC) N°66/2010 any tourist accommodation applying for the EU eco-label has to comply to community and national/regional regulation regarding that specific provision of service, in particular legislation regarding the following issues (see also the first part of the digital verification forms):

- the legal requirements related to the service provided;
- the legal requirements related to building permits;
- the legal requirements related to safety issues
- the legal requirements regarding landscape integration, management of natural resources and on biodiversity.

All necessary proof has to be kept ready and provided at request that

- the physical structure is built legally and respects all relevant laws or regulations of the area on which it is built, especially any related to landscape and biodiversity conservation .
- the physical structure respects the European, national and local laws and regulations regarding energy conservation, water sources, water treatment and disposal, waste collection and disposal, maintenance and servicing of equipment, safety and health dispositions.
- the enterprise is operational and registered, as required by national and/or local laws and its staff are legally employed and insured.

### ***Condition for application***

These requirements are applicable to all tourist accommodation.

***Assessment and verification:*** *The applicant shall provide technical documents and measurements and declarations from public authority which certify its compliance with these requirements.*

### ***Compliance and documents to be attached***

Answering "Yes" in the sector of the digital verification form dedicated to the general requirements, the applicant declares that the tourist accommodation complies with the legal requirements related to the service provided, to the building permits, to landscape integration, management of natural resources and biodiversity, supported by the necessary documents such as, for example, registration number of the activity and any buildings connected, any additional document for such tourist accommodation which lies within a protected area such as a copy of the chart regulating special norms and documentation of fulfilment of any particular requirement expressed in the document.

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## **SECTION A**

### **CRITERIA**

#### **REFERRED TO IN ARTICLE 2, FIRST PARAGRAPH**

All the criteria in this part must be complied with and each criterion refers to the entire tourist accommodation service. When a criterion is not applicable, justification of non applicability shall be given.

### **ENERGY**

#### **1. Electricity from renewable sources**

At least 50 % of the electricity used for all purposes shall come from renewable energy sources, as defined in Directive 2001/77/EC of the European Parliament and of the Council of 27 September 2001 on the promotion of electricity produced from renewable energy sources in the internal electricity market.

This criterion does not apply to tourist accommodations that have no access to a market that offers electricity generated from renewable energy sources.

Binding contract restrictions (such as the prevision of penalties) of at least 2 years for the change of power supplier can be considered as "no access" to a market that offers electricity generated from renewable energy sources

#### ***Condition for application***

This criterion applies only to tourist accommodations that have the option of selecting various alternative energy providers, or that can produce at least 50% of their energy themselves.

If the amount of renewable energy purchased or produced is less than 50%, the remaining difference should be either self-produced or purchased from a clean energy provider.

All agreements with energy suppliers that do not meet the minimum level of 50% should either be cancelled or not renewed. Where this is not possible due to contract restrictions, the criterion can be considered not applicable, but the tourist accommodation has the obligation of researching and applying

to an alternative energy provider as soon as possible. In this case the applicant has to produce documentation reporting a list of the electricity providers available and a declaration on the impossibility to provide electricity from renewable energy resources and the date when the provider could be able to provide it.

If energy is self-produced (e.g. tourist accommodation in remote locations using generators) the annual energy consumption should be calculated in order to determine if the minimum level of 50% is being achieved.

**Context:**

This criterion refers to the energy section and its main scope is to reduce climate change and acid rain. Renewable energy sources are more environmentally friendly than non renewable sources of energy, such as fossil fuels.

**Assessment and verification:** *The applicant shall supply a declaration from (or the contract with) the electricity supplier indicating the nature of the renewable energy source(s), the percentage of electricity supplied that is from a renewable source, documentation on the boilers (heat generators) used, if any and an indication of the maximum percentage that can be supplied. According to Directive 2001/77/EC, renewable energy sources shall mean renewable non-fossil energy sources (wind, solar, geothermal wave, tidal, hydro power, biomass, landfill gas, sewage treatment plant gas and biogases. In case the tourist accommodation have no access to a market that offers energy from renewable energy sources, documentation demonstrating the request for renewable energy has to be supplied.*

**Compliance and documents to be attached**

- a. if there is on the market a supplier who can provide at least the 50% of RES, the applicant shall request at least 50% RES electricity of the overall electricity provided;
- b. if the level of 50% of RES electricity cannot be provided the applicant shall request the highest possible percentage provided;
- c. if the tourist accommodation has an auto-production of RES electricity for at least 50%, the criterion is fulfilled;
- d. if the tourist accommodation has an auto-production of RES electricity less than 50%, the applicant shall purchase the difference in percentage from the electricity provider;
- e. in any of the above stated situations, the applicant shall provide a declaration or contract from the electricity supplier/autoproduction technician indicating the nature of the renewable energy sources used/produced, the percentage of the electricity supplied/produced which is from a renewable source, and the maximum percentage which can be supplied/produced .
- f. if the tourist accommodation has no access to a market that offers energy from renewable energy sources, the applicant shall provide proof that the supply of renewable energy has been requested and no such is available. In case of binding contract restrictions which make the change to a supplier with RES electricity impossible, such restrictions have to be demonstrated, and the effort to find RES energy suppliers as soon as possible has to be documented.

Electronic Verification Form: Mandatory Criteria, Row 5-8

**Note:**

The following points need to be considered:

auto-production (such as photovoltaic) is included in the percentage for reaching the RES electricity limit, therefore, for example, if the applicant produces electricity from renewable resources for 50% or more, this criterion is fulfilled;

if the applicant's own-production does not reach 50% the applicant shall purchase the difference in percentage from the electricity provider, so that the percentage of RES electricity produced of the overall electricity consumption +the percentage of RES electricity purchased from the electricity provider = 50%.

For example, if the tourist accommodation auto- produces 22% of its electricity consumption, it shall purchase electricity from an electricity provider with a mix equal to approximately 36 % RES electricity

$$0.22+0.78A = 0.5$$

$$0.78A = 0.28$$

$$A = 0.36$$

Where A – is the of % of electricity coming from RES (renewable energy sources) in the mix provided by the electricity provider, necessary to fulfil the 50 % hurdle of the electricity used for all purposes coming from renewable energy sources.

The auto production electricity is calculated on the overall electricity consumption per year, the RES electricity purchased from the electricity provider is calculated on the total electricity provided (electricity mix).

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**2. Coal and heavy oils**

No heavy oils having a sulphur content higher than 0,1 % and no coal shall be used as an energy source. Coal for decorative fireplaces is excluded from this criterion.

This criterion only applies to tourist accommodations that have an independent heating system.

**Context**

This criterion refers to the energy sector and its main aim is that of diminishing acid rain and particles in the atmosphere. CO<sub>2</sub> emissions of coal are almost double than CO<sub>2</sub> emissions of gas. Heavy oil has one third higher CO<sub>2</sub> emissions than natural gas. The combustion of heavy oil creates 30% higher CO emissions than gas. coal creates 300% higher CO emissions than gas.

**Condition for application**

This criterion is applicable to tourist accommodations having an independent heating system.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this*

*criterion, indicating the nature of the energy sources used.*

### ***Compliance and documents to be attached***

- a. If the applicant has a coal boiler he shall replace it with another boiler, taking into consideration criterion n.3 with respect to new boilers;
- b. if the applicant has a boiler using heavy oils, he shall ensure the use of fuel having sulphur content below 0.1% or change his boiler taking into consideration criterion n. 3 with respect to new boilers;
- c. in any of the above stated situations, the applicant shall indicate the nature of the energy sources used.

Electronic Verification Form: Mandatory Criteria, Row 9-11

**Note:** Criterion n. 3 regarding new boilers refers to the purchase of high efficiency boilers within the duration of the EU eco-label award (see criterion below). It would be advisable, and economically beneficial, to purchase a high efficiency boiler in this case, even if prior to the EU eco-label award.

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### **3. Efficiency and heat generation**

If a new heat generating capacity is installed within the duration of the Eco-label award, it shall be a high efficiency cogeneration unit (as defined by Directive 2004/8/EC of 11 February, on the promotion of cogeneration based on a useful heat demand in the internal energy market and amending Directive 94/42/EEC), a heat pump or an efficient boiler. In the latter case, the efficiency of such a boiler shall be of 4 stars (ca. 92 % at 50° C and 95% at 70° C), measured according to Council Directive 92/42/EEC of 21 May 1992 on efficiency requirements for new hot water boilers fired with liquid or gaseous fuels, or according to relevant product norms and regulations for those boilers not covered by this Directive. Existing hot-water boilers fired with liquid or gaseous fuels as defined in Directive 92/42/EEC shall comply with efficiency standards at least equivalent to three stars as stated in the Directive. Existing cogeneration units shall comply with the definition of high efficiency in Directive 2004/8/EC. The efficiency of boilers excluded from Directive 92/42/EEC shall comply with the manufacturer's instructions and with national and local legislation on efficiency, but for such existing boilers (with the exception of biomass boilers) an efficiency lower than 88% shall not be accepted.

### **Context**

This criterion refers to the energy section and is aimed at reducing CO and CO2 emissions by assuring an adequate efficiency of the heat generating capacity.

### **Condition for application**

The criterion is applicable to tourist accommodations with new heat generating systems purchased within the duration of the EU eco-label award, and to existing hot-water boilers and existing co-generation units.

***Assessment and verification:*** *The applicant shall provide technical specification from those responsible for the sale and/or maintenance of the boiler indicating its efficiency.*

### ***Compliance and documents to be attached***

The applicant shall

a. ensure that any new heat generating system purchased within the duration of the EU eco-label award is either a high efficiency cogeneration unit (as defined by Directive 2004/8/EC), or a heat pump or a boiler with 4 star efficiency (92/95%) and provide technical specification indicating the compliance with the Directive or the efficiency.

OR

b. ensure that existing hot-water boilers fired with liquid or gaseous fuels as defined in Directive 92/42/EEC shall comply with efficiency standards at least equivalent to three stars as stated in the Directive and existing cogeneration units shall comply with the definition of high efficiency in Directive 2004/8/EC.

c. ensure that any new heat generating system excluded by the Directive 92/42/EEC has similar performances, according to product, norms and regulations, but in no case lower than 88% (with the exception of biomass boilers);

d. provide technical specification from those responsible for the sale/maintenance of the heat generating system indicating the efficiency.

Electronic Verification Form: Mandatory Criteria, Row 12-17

**Note:** Exclusion criteria of boilers from Directive 92/42/EEC

Article 3 of Directive 92/42/EEC excludes the following boilers: hotwater boilers capable of being fired by different fuels including solid fuels; equipment for the instantaneous preparation of hot water; boilers designed to be fired by fuels the properties of which differ appreciably from the properties of the liquid and gaseous fuels commonly marketed (industrial waste gas, biogas, etc); cookers and appliances designed mainly to heat the premises in which they are installed and, as a subsidiary function, to supply hot water for central heating and sanitary hot water.

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## ***4. Air conditioning***

Any household air conditioner bought within the duration of the Eco-label award shall have at least Class A energy efficiency as laid down in Commission Directive 2002/31/EC of 22 March 2002 implementing Council Directive 92/75/ EEC with regard to energy labelling of household air-

conditioners, or have corresponding energy efficiency.

Note: This criterion does not apply to air-conditioners that are appliances that can also use other energy sources, or to air-to-water and water-to-water appliances, or to units with an output (cooling power) greater than 12 kW.

### ***Context***

This criterion refers to the energy section and its aim is to promote the use of efficient systems in order to reduce electricity use.

### ***Condition for application***

The criterion is applicable to tourist accommodations having an electric mains operated air conditioning system included in Directive 2002/31/EC. The following air conditioning appliances are excluded from the labelling and this criterion is not applicable to them:

- appliances that can also use other sources of energy,
- air-to-water and water-to water appliances,
- units with an output (cooling power) greater than 12 kW.

***Assessment and verification:*** *The applicant shall provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system.*

### ***Notes:***

The air conditioning devices covered by the criterion include:

**Single-packaged units** - contain all the physical components of the air conditioning unit in a single case. These units are mounted inside the room.

**Split-packaged units** - consist of indoor and outdoor sections. The inner heat exchanger, or coil, is mounted above the furnace inside the ducting. The outer section consists of the remaining components and both sections are joined by cooling pipes.

**Multi-split packaged units** - designed to circulate fresh air to several areas within a room.

These air conditioning units are designed in a flat way. These units are ideal for tourist accommodations being renovated.

**Single-duct air-conditioners** - A central air conditioning unit which is installed in the ceiling of the room. This air is circulated via the ceiling to wherever needed .

The criterion excludes the following types:

**Spot air- conditioners** - used to cool equipment

**Dehumidifiers** - units which dehumidify areas such as walls and furniture. The energy efficiency of dehumidifiers is measured by calculating liters of water removed per kilowatt-hour (L/kWh). A higher energy factor means a more efficient dehumidifier. Qualified energy star dehumidifiers models are available.

**Close-control air-conditioners** - Central air conditioners specifically designed for usage in data

processing. This type of air conditioning units is designed to cool IT-equipment; There is no energy efficiency standard in for close control air conditioners in Europe.

**Evaporative coolers** - an air conditioning unit that produces effective cooling through water evaporation. This type of air conditioning unit is designed for a low humid environment. This system works by pulling fresh outdoor air through a wet pad where it is cooled by evaporation and circulated through the building. The usage of this kind of air conditioning system can significantly reduce indoor temperature. Evaporative coolers cost 50% less than central air conditioners and use about 25% of the energy.

**Desiccative coolers** - uses the cooling effect of evaporating water to regulate air temperature. They are also known as “Adsorption air conditioning”.

The performance is generally measured using an energy efficiency ratio (EER):  $EER = P_c / P_e$

$P_c$  = the cooling capacity of the air conditioner measured in kW

$P_e$  = the electrical consumption measured in kW.

Accepted Energy Efficiency Ratios for different types of air conditioners

Type	Energy Efficiency Class	Energy Efficiency Ratio
Air cooled; Split and multi split appliances	A	$3.2 < EER$
Air cooled; Split and multi split appliances	B	$3.2 < EER < 3.0$
Air cooled, Double ducts (packed)	A	$3.0 < EER$
Air cooled, Double ducts (packed)	B	$3.0 < EER < 2.8$
Air cooled, Single duct	A	$2.6 < EER$
Air cooled, Single duct	B	$2.6 < EER < 2.4$
Water cooled, Split and multi split appliances	A	$3.6 < EER$
Water cooled, Split and multi split appliances	B	$3.6 < EER < 3.2$
Water cooled, packaged	A	$4.4 < EER$
Water cooled, packaged	B	$4.4 < EER < 4.1$

Indicators for energy efficient air conditioning systems:

- The Seasonal Energy Efficiency Ratio (SEER) should be between 10.0 and 17.0, the higher the number the more energy efficient the model.

- An Energy Star qualified central air conditioner must have a SEER rating of at least 12 or greater for a single package unit and 13 or greater for a split system.
- More efficient compressors, larger and more effective heat exchanger surfaces, improved refrigerant flow are largely responsible for efficiency of central air conditioners.

### **Compliance and documents to be attached**

The applicant shall

- a. check that any air conditioning system considered by Directive 2002/31/EC purchased after application to the EU eco-label and during the EU eco-label award has energy efficiency class A;
- b. provide technical specifications from the professional technicians responsible for installation, sale and/or maintenance of the air conditioning system which includes also the type of energy used for air conditioning.

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### **5. Energy efficiency of buildings**

The tourist accommodation shall comply with the national legislation and local building codes related to energy efficiency and the energy performance of buildings.

#### **Context**

This criterion refers to the energy section and its aim is to improve the energy efficiency of buildings in order to reduce energy consumption.

#### ***Condition for application***

This criterion refers only to those buildings to which the Directive 2002/91/EC of 16 December applies.

***Assessment and verification:*** *the applicant shall provide the energy certification under Directive 2002/91/EC of 16 December, on the energy performance of buildings or where not available in the national implementation system, the results of an energy audit performed by an independent expert on the energy performance of buildings.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide the results of an energy certification under Directive [2002/91/EC](#) as implemented by national legislation

OR

- b. provide the results of an energy audit performed by an independent expert including the analysis of the following aspects as requested by the Directive:
- (a) thermal characteristics of the building (shell and internal partitions, etc.). These characteristics may also include air-tightness;
  - (b) heating installation and hot water supply, including their insulation characteristics;
  - (c) air-conditioning installation;
  - (d) ventilation;
  - (e) built-in lighting installation (mainly the no-residential sector);
  - (f) position and orientation of buildings, including outdoor climate;
  - (g) passive solar systems and solar protection;
  - (h) natural ventilation;
  - (i) indoor climatic conditions, including the designed indoor climate.

The positive influence of the following aspects shall, where relevant in this calculation, be taken into account:

- (a) active solar systems and other heating and electricity systems based on renewable energy sources;
- (b) electricity produced by CHP;
- (c) district or block heating and cooling systems;
- (d) natural lighting.

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## **6. Window insulation**

All windows in heated and/or air conditioned rooms and common areas shall have appropriate degree of thermal insulation according to the local regulations and climatic conditions and shall provide an appropriate degree of acoustic insulation.

All windows in heated and/or air conditioned rooms and common areas added or renovated after the acquisition of the EU Eco-label shall comply with Directive 2002/91/EC of 16 March 2002, on the Energy Performance of Buildings (articles 4, 5 and 6) and Directive 89/106/EEC, of 21 December 1988, on the approximation of laws, regulations and administrative provisions of the Member States relating to construction products (Construction Products Directive - CPD) and relative national technical regulations for their implementation

### ***Context***

This criterion refers to the energy section and its aim is to reduce heat dispersion through the window. It also refers to the comfort of the guest providing adequate protection from noise.

### ***Condition for application***

This criterion is applicable to all buildings owned or managed by the tourist accommodation owner/manager, only to the rooms and areas which are heated or air conditioned.

**Assessment and verification:** *The applicant shall provide a declaration from a professional technician indicating compliance with this criterion supplying the thermal transmittance values (U-value). For windows complying with the Directive 2002/91/EC on the Energy Performance of Buildings the applicant shall provide the energy certification or where not available in the national implementation system, a declaration from the constructor.*

### **Compliance and documents to be attached**

The applicant or a professional technician shall

- a. provide a description of the insulation features of its windows, or state that the windows have no insulation;
- b. provide an explanation of the appropriateness of the insulation features according to climate and setting, including a description of its climate zone as defined by its national or local authority, reporting the winter situation, a description of the shading elements (such as trees or other buildings), reporting the summer situation, and a description of the surroundings reporting the noise around the tourist accommodation (The accepted level of indoor noise is specified by the WHO (World Health Organisation), with a maximum noise level 45 db (A) for comfort. However it is generally accepted that in an area dedicated to sleeping or relaxing, the noise level should not exceed 30 db(A). <http://www.who.int/docstore/peh/noise/Commnoise4.htm>. EU legislation: <http://ec.europa.eu/environment/noise/home.htm> );
- c. provide a self declaration if sufficient or a declaration from a professional technician indicating compliance with this criterion or a declaration of non applicability of the criterion.
- d. in case of rooms and areas added or renovated after the acquisition of the EU Eco-label, provide the Competent Body with proof of compliance with Directive 2002/91/EC and Directive 89/106/EEC and their relative national implementations.

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**Note:** if the windows are insulated with double glazing or equivalent, the self-declaration is sufficient. If there is no insulation or insulation less than double glazing or equivalent, a declaration from a professional shall be needed to explain how an appropriate degree of thermal and acoustic insulation is guaranteed, including at least the elements stated above.

The smaller the U-value, the higher the quality of the insulation and reduced noise pollution. Single glazed windows have an U-Value of above 3 W/m<sup>2</sup>K, double glazed windows have a U-Value of around 2 W/m<sup>2</sup>K, new double glazed windows protect against noise up to 50 dB.

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## **7. Switching off heating or air conditioning**

If the heating and/or the air conditioning is not automatically switched off when windows are open, there shall be easily available information reminding the guest to close the window(s) if the heating or air conditioning is on. Individual heating/air conditioning systems acquired after the certification with the

EU Eco-label shall be equipped with an automatic switch off when windows are opened. This criterion only applies to tourist accommodations that have heating and/or air conditioning.

### **Context**

This criterion refers to the energy section and its aim is to raise guest awareness to avoid wasting energy by heating or cooling a room which has an open window.

**Condition for application** This criterion is applicable to tourist accommodations having heating and/or air conditioning in rooms, rental units or common areas and no automatic switch off when windows are opened.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with the text of the information to guests (if applicable).*

### **Compliance and documents to be attached**

The applicant shall

- a. include, in the communication material of the tourist accommodation, a statement about closing the window(s) if the heating or air conditioning are in function;
- b. provide the text of the communication and where it is situated in the tourist accommodation.

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### **Note:**

An awareness raising sign in relevant different languages (if needed) should be placed next to the window, in the guest compendium and/or at the reception desk

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## **8. Switching off lights**

If there is no automatic off- switch for the light(s) in the rooms, there shall be easily available information to the guests asking them to turn off the lights when leaving the room.

### **Context**

This criterion refers to the energy section and its aim is to raise guest awareness to avoid wasting energy by leaving lights on when not needed.

### **Condition for application**

This criterion is applicable to tourist accommodations lacking an automatic switch off for lights when guest leaves the rooms.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this*

*criterion, together with the information procedures.*

### **Compliance and documents to be attached**

The applicant shall

- a. include, in the communication material in the tourist accommodation, a statement about switching off lights when leaving the rooms;
- b. provide the text of the communication and where it is situated in the tourist accommodation.

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#### **Note:**

There are several ways of how to inform guests to manually turn off lights: near the doors of the rooms, in the guest compendium and with a sign at the reception.

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### **9. Energy efficient light bulbs**

(a) At least 80 % of all light bulbs in the tourist accommodation shall have an energy efficiency of Class A as defined in Commission Directive 98/11/EC of 27 January 1998 implementing Council Directive 92/75/EEC with regard to energy labelling of household lamps. This does not apply to light fittings whose physical characteristics do not allow use of energy saving light bulbs.

(b) 100 % of light bulbs that are situated where they are likely to be turned on for more than five hours a day shall have an energy efficiency of Class A as defined by Directive 98/11/EC. This does not apply to light fittings whose physical characteristics do not allow use of energy saving light bulbs.

#### **Context**

This criterion refers to the energy section and its aim is to reduce the potential electrical consumption of light bulbs with the presence of energy saving light bulbs, especially in those places where they are likely to be turned on for more than 5 hours a day. Energy efficient lamps are clearly labelled and can be identified by the European label for Energy Efficiency. This includes **Fluorescent lamps**; typical energy saving lamps which can be found in several designs. Compact fluorescent lamps are typical household lamps while tubular fluorescent lamps are used in office spaces, and **LCE-Low carbon emissions -lamps**, which replace spot lights.

#### **Condition for application**

This criterion is applicable to tourist accommodations having light bulbs which can be replaced by Class A energy efficient light bulbs (reasons for the impossibility to replace lighting can be dimmer lighting, bulb diameter or lamp size).

***Assessment and verification:** The applicant shall provide a declaration of compliance with both parts of this criterion, together with an indication of the energy efficiency class of the different light bulbs used.*

## **Compliance and documents to be attached**

The applicant shall

- a. replace at least 80% of all non energy saving light bulbs with their Class A equivalent, where the fittings allow it. (Usually it means that incandescent light bulbs shall be replaced with compact fluorescent lights);
- b. replace all non energy saving light bulbs situated where they are likely to be turned on for more than five hours a day (generally those in common areas and bathrooms, in halls and kitchens) with their Class A equivalent, where the fittings allow it.
- c. provide a written overview indicating the total amount of lamps, operating hours of the light bulbs and amount of energy saving lamps, including an indication of the energy class of the different light bulbs used, and the explanation on the impossibility to substitute certain light bulbs.

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## **10. Outside heating appliances**

The tourist accommodation shall use only appliances powered with renewable energy sources to heat outside areas such as smoking corners or external dining areas.

### **Context**

This criterion refers to the energy section and its aim is to reduce the potential energy consumption caused by so called "patio heaters" used to provide radiant heat for outdoor areas. One of these appliances emits around 50kg of carbon dioxide (CO<sub>2</sub>) per year.

### **Condition for application**

This criterion is applicable to all tourist accommodations with outdoor areas.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, indicating the nature of the energy sources used in case of appliances powered with renewable energy sources.*

## **Compliance and documents to be attached**

The applicant shall

- a. provide a declaration that it does not use any outdoor heating appliances powered with other than renewable energy sources
- b. provide a description of the outside heating appliance powered with renewable energy sources and the type of source used.

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## **WATER**

### **11. Water flow from taps and showers**

The average water flow of the taps and shower heads excluding kitchen and bath tub taps shall not exceed 9 litres/minute.

#### **Context**

This criterion refers to the water section and its aim is to reduce the potential waste of water from excessive water flow from taps and showers.

#### **Condition for application**

This criterion is applicable to all tourist accommodations. It does not apply to bath tub taps and kitchen taps.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, and relevant documentation, including an explanation on how the tourist accommodation fulfils the criterion .*

#### **Compliance and documents to be attached**

The applicant shall

- a. make sure that from taps and showers the maximum water flow is 9 litres/minute or less;
- b. empirically measure the number of litres flowing from his taps and shower heads (for example using a flowmeter for this measurement or a small bucket and a watch. The bucket should indicate the number of litres and be filled for 6 seconds. Multiply the measured quantity in the bucket by 10. The result will indicate flow per minute.);
- c. provide an explanation on the measures taken in order to comply with the criterion;
- d. include any relevant documentation, such as the types and water flow of shower heads being used throughout the tourist accommodation and the aerators and water flow control units being used in the tourist accommodation..

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### **12. Waste bins in toilets**

Each toilet shall have an appropriate waste bin and the guest shall be invited to use the waste bin instead of the toilet for appropriate waste.

#### **Context**

This criterion refers to the water section and its aim is to reduce water consumption from flushing waste in the toilet and avoid that waste, including sanitary towels, cigarettes and waste paper pollutes and blocks toilets and sewage systems.

### **Condition for application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with appropriate documentation regarding the information to the guests.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide each toilet with a waste bin;
- b. communicate, as most appropriate, the invitation to use the waste bin instead of the toilet for waste disposal;
- c. provide the text of the information given to the guest stating where such information is situated in the tourist accommodation.

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## **13. Urinal flushing**

All urinals shall be fitted with either automatic (timed) or manual flushing systems so that there is no continuous flushing.

### **Context**

This criterion refers to the water section and its aim is to save water by avoiding continuous urinal flushing.

### **Condition for application**

This criterion is applicable to tourist accommodation structures which have urinals.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the urinals installed.*

### **Compliance and documents to be attached**

The applicant shall

- a. ensure that urinals have a manual flush or an automatic flush which enables to avoid continuous urinal flushing;
- b. provide relevant documentation on the urinals installed.

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#### **14. Changing towels and sheets**

Guests shall be informed of the environmental policy of the tourist accommodation on their arrival. This information shall explain that sheets and towels in rooms shall be changed on their request, or by default at the frequency established by the environmental policy of the tourist accommodation or requested by law and/or national regulations. This applies only to tourist accommodation where the service includes the provision of towels and/or sheets.

##### **Context**

This criterion refers to the water section but also involves the energy and detergent sections, as well as consumer awareness.

##### **Condition for application**

This criterion is applicable to tourist accommodation structures which offer accommodation service with towels and sheets.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed and how the tourist accommodation respects guests' requests.*

##### **Compliance and documents to be attached**

The applicant shall

- a. provide adequate communication to the guest at his arrival, informing him on the environmental policy of the tourist accommodation and asking him to contribute to the respect of the environmental policy;
- b. provide relevant documentation showing how the guest is informed and his acceptance.

The communication to the guest shall inform the guest on the environmental policy of the tourist accommodation and invite him to contribute to the respect of the environmental policy accepting that the change of towels and sheets is made only on his request.

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**Note:** sheets and towels shall be changed on the request made by guests but with a frequency not higher than quality standards applicable to the tourist accommodation.

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#### **15. Correct waste water disposal**

The tourist accommodation shall inform guests and staff on the correct use of the waste water discharge,

in order to avoid the disposal of substances that might prevent waste water treatment in accordance with the municipal waste water plan and European regulations. Where a waste water plan from the Municipality is not available, the tourist accommodation shall provide a general list of substances that shall not be disposed of with the waste water according to the [Groundwater Directive 2006/118/EC](#), of 12 December 2006, on the protection of groundwater against pollution and deterioration.

### **Context**

This criterion refers to the water and the waste sections and its aim is to avoid harming biodiversity both at sea and on land. Some local administration may conduct studies which identify the best kind of waste water for most efficient functioning of the local treatment plant.

### **Condition for application**

This criterion is applicable to all tourist accommodations. For those tourist accommodations which are linked to the local sewage treatment plant, it is important to point out that the correct functioning of the plant goes beyond the responsibility of the applicant.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion and relevant documentation (if available, waste water plan and communication to guests and staff).*

### **Compliance and documents to be attached**

The applicant shall

a. provide documentation on the connection to the local sewage treatment plant and the municipality's waste water plan, if available (if not, a registered letter to the waste water treatment authority, requesting additional information regarding the existence of a local waste water plan) ;

OR

b. provide information on its own waste treatment system,

AND

c. provide adequate documentation regarding the information given to staff on the correct use of the waste water discharge and to the guests about the necessities and obligations of correct disposal of waste water, in particular in lodgings with own cooking and washing facilities. Such information has to be formulated either taking into account the requests of the municipality's waste water plan, if such is not available, those of the Groundwater Directive 2006/118/EC, in particular the prevention of input into the groundwater of any hazardous substances (belonging to the families or groups of pollutants referred to in points 1 to 6 of Annex VIII to [Directive 2000/60/EC](#), as well as of substances belonging to the families or groups of pollutants referred to in points 7 to 9 of that Annex). Detergents or disinfectants used should be checked if compatible with the list (see Annex VIII at the end of this document).

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## DETERGENTS AND DISINFECTANTS

### 16. Disinfectants

Disinfectants shall be used only where they are necessary in order to comply with legal hygiene requirements.

#### Context

This criterion refers to the chemical section and its scope is that of reducing the excessive use of disinfectants which have undesirable effects on biodiversity.

#### Condition for application

This criterion is applicable to all tourist accommodations.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of where and when disinfectants are used.*

#### Compliance and documents to be attached

The applicant shall

- a. identify the areas where disinfectants are needed according to national or local legislation;
- b. set up procedures to use the needed disinfectants in the appropriate areas in the correct dosage;
- c. provide an indication of where and when the disinfectants are used.

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## WASTE

### 17. Waste separation by guests

Guests shall be informed how and where they can separate waste according to the best local or national systems within the areas to which the tourist accommodation belongs. Adequate containers for waste separation shall be available in the rooms or in easily reachable distance.

#### Context

This criterion refers to waste management and its main scopes are to promote separate collection of waste at source, so as to allow recycling and appropriate disposal.

#### Conditions for application

This criterion is applicable to all tourist accommodations.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation on the information to guests and explaining where containers are located on the tourist accommodation.*

### **Compliance and documents to be attached**

The guest shall be put in the condition to easily separate his waste, thank to appropriate containers. The bins shall cover the different categories of waste (glass, paper, plastic, etc) according to the facilities offered by the local authority.

The applicant shall

- a. provide adequate receptacles to the categories of waste handled by local authority and position them appropriately where waste is likely to arise. including signage on the bins. These bins should be also fire resistant. The size of the waste separation bins should be relevant to the type and the amount of waste. The waste bins should not block any emergency exits;
- b. communicate to the guest as appropriate on the waste separation opportunities;
- c. provide details of the receptacles, their position on the tourist accommodation and a copy of the signs/ information to the guests stating where such information is situated in the tourist accommodation.

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## **18. Waste separation**

Waste shall be separated into the categories that can be handled separately by the local or national waste management facilities, with particular care regarding hazardous waste, which shall separated, collected and disposed of as listed in Commission Decision 2000/532/EC of 3 May 2000 replacing Decision 94/3/EC establishing a list of wastes pursuant to Article 1(a) of Council Directive 75/442/EEC on waste and Council Decision 94/904/EC establishing a list of hazardous waste, pursuant to Article 1(4) of Council Directive 91/689/EEC on hazardous waste, and its subsequent amendments, and appropriate disposal shall be sought. This list includes toners, inks, refrigerating and electrical equipment, batteries, energy saving light bulbs, pharmaceuticals, fats/oils, etc. and electrical appliances as specified on Directive 2002/96/EC of 27 January 2003 on waste electrical and electronic equipment (WEEE)<sup>15</sup> and Directive 2002/95/EC of 27 January 2003, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS).

If the local administration does not offer separate waste collection and/or disposal, the tourist accommodation shall write to them expressing their willingness to separate waste, and expressing their concern about the lack of separate collection and/or disposal. If the local authority does not provide disposal of hazardous waste, the applicant shall, every year, provide a declaration from the local

authority that there is no hazardous waste disposal system in place.

The request to local authorities to provide separate waste collection and/or disposal shall be made yearly.

### **Context**

This criterion refers to the waste section and its aim is to ensure proper disposal of all, but in particular of hazardous waste, which should be disposed of according to special procedures, as identified by each Member State.

### **Conditions for application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with an indication of the different categories of waste accepted by the local authorities, and/or relevant contracts with private agencies. Where appropriate the applicant shall provide every year the corresponding declaration to the local authority.*

### **Compliance and documents to be attached**

The applicant shall

- a. enquire from the local authority whether they have waste separation facilities and which are the kinds of waste which they separate;
- b. list the kinds of waste separated by local authorities;
- c. show the procedures set up for separation of waste in the categories allowed by the local authority with the help of a waste management map. This map should indicate all the various locations of the bins throughout the tourist accommodation;
- d. identify the types of waste present in the tourist accommodation which are hazardous, according to Commission Decision 2000/532/EC establishing a list of wastes pursuant to Article 1(a) of Council Directive 75/442/EEC on waste and Council Decision 94/904/EC establishing a list of hazardous waste, pursuant to Article 1(4) of Council Directive 91/689/EEC on hazardous waste, and its subsequent amendments, including toners, inks, refrigerating and electrical equipment, batteries, energy saving light bulbs, pharmaceuticals, fats/oils, etc. and electrical appliances as specified on Directive 2002/96/EC on waste electrical and electronic equipment (WEEE)<sup>15</sup> and Directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS)
- e. designate a site for disposal and collection of all the various types of hazardous waste, ensuring that the hazardous waste is stored in a safe and secure indoor / outdoor location. All hazardous waste disposal containers need to be clearly labelled. This includes information for guests where to dispose of their own hazardous waste such as batteries and fats/oils.
- f. ensure their proper disposal outside of his grounds (for example return the hazardous waste to the provider or bring them to public or private waste disposal sites);
- g. provide a list of the hazardous waste produced and an indication on how they are handled, separated, collected and disposed of;
- h. include copies of relevant contracts with third parties.

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**Note** for a definition of waste and hazardous waste see terms and definitions hazardous waste, see Annex III Directive 91/689/EEC

PROPERTIES OF WASTES WHICH RENDER THEM HAZARDOUS, as shown on the packaging:  
H1 Explosive, H2 Oxidizing, H3-A Highly flammable, H3-B Flammable, H4 Irritant, H5 Harmful, H6 Toxic, H7 Carcinogenic, H8 Corrosive, H9 Infectious, H10 Teratogenic, H11 Mutagenic, H12 Substances and preparations which release toxic or very toxic gases in contact with water, air or an acid, H13 Substances and preparations capable by any means, after disposal, of yielding another substance, e.g. a leachate, which possesses any of the characteristics listed above, H14 Ecotoxic.

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### **19. Disposable products**

Unless required by law, disposable toiletries (not refillable) such as shampoo and soap, and other products (not reusable), such as shower caps, brushes, nail files, etc shall not be used. Where such disposable products are requested by law the applicant shall offer to guests both solutions and encourage them with appropriate communication to use the non-disposable products.

Disposable drinking systems (cups and glasses), plates and cutlery shall only be used if they made out of renewable raw materials and are biodegradable and compostable according to EN 13432.

### **Context**

This criterion applies to the waste section and its aim is that to avoid unnecessary production of waste.

### **Condition for application**

This criterion is applicable to all tourist accommodations providing the guest with toiletries and serving food and/or drink. Please note that dispensers are not considered disposable products.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation explaining how the criterion is fulfilled (including any legislation requiring use of disposable products), and consistent documentation regarding the refillable products and/or on the information conveyed to the guests, concerning the encouragement to use non-disposable products (if applicable)*

*For demonstrating that disposable drinking systems (cups and glasses), plates and cutlery meet this criteria evidence of compliance with EN 13432 must be provided.*

### **Compliance and documents to be attached**

The applicant shall

a. enquire if there is legislation requiring the tourist accommodation to provide the guest with disposable toiletries or other single-use products;

- b. declare whether it provides disposable cups, plates and cutlery and supply proof of compliance with EN 13432 of the products;
- c. identify alternatives, accordingly to legislation requirements, to provide the guest with non-disposable toiletries, the preferable solution are dispensers;
- d. provide an indication of any legislation in act and/or the alternatives provided for point a);
- e. provide a declaration of the adequate disposal for the disposable renewable, biodegradable and compostable products.

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**Note:** the items to which the criterion refers are those offered within the structure for internal use, not for outside sale in the shops.

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## **20. Breakfast Packaging**

Except where required by law, no single dose packages shall be used for breakfast or other food service, with the exception of dairy fat spreads (such as butter, margarine and soft cheese), chocolate and peanut butter spreads, and diet or diabetic jams and preserves.

**Context** This criterion refers to the waste management section and its aim is to reduce package waste from single breakfast/food packaging.

### **Condition for application**

This criterion is applicable to all tourist accommodations serving food and/or drink to guests.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with the criterion and a detailed explanation on how the accommodation fulfils, together with a list of single dose products used and the legislation requiring this.*

### **Compliance and documents to be attached**

The applicant shall

- a. enquire of any law requiring single dosage packages;
- b. substitute single dose packaging with some other solution, where not explicitly required by law;
- c. provide a detailed explanation on how the tourist accommodation fulfils the criterion;
- d. provide any other appropriate documentation.

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### **Note:**

Some alternative ways of serving and offering food without compromising on health and safety

## standards

- Protective Plexiglas shield over open food
- Dispensers for liquid spreads such as honey and certain types of jam and jelly
- Covered containers for spreads, yoghurt and other dairy products
- Cooled containers with transparent cover for fresh products
- Staff serving certain products on demand from the kitchen instead of keeping it on the table or the buffet

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## OTHER SERVICES

### 21. No smoking in common areas

A no smoking section shall be available in all indoor common areas.

**Context** This criterion refers to the "other services" section and its aim is to ensure the quality of air inside the tourist accommodation indoor common areas and the safety of the guests.

**Condition for application** The criterion is applicable to all tourist accommodations.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion.*

### Compliance and documents to be attached

The applicant shall

- a. ensure that a no smoking section is available in indoor common areas;
- b. provide a written description of the non-smoking area(s).

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### 22. Public transportation

Information shall be made easily available to the guests and staff on how to use public transportation to and from the tourist accommodation through its main means of communication. Where no appropriate public transport exists, information on other environmentally preferable means of transport shall also be provided.

**Context** This criterion refers to the "other services" section and its aim is to reduce private transport by the guest.

**Condition for application** The criterion is applicable to all tourist accommodations.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with copies of the information material available.*

### **Compliance and documents to be attached**

This criterion requires of the tourist accommodation manager the effort to look for information on public transportation regarding the tourist accommodation and other relevant places of interest.

The applicant shall

- a. provide information on public transportation (trains and buses) or collective private transportation (private buses) leading to the tourist accommodation from the main nearby destinations;
- b. provide information to the guest on public transportation or collective private transportation in the area;
- c. invite the guest, when possible, to choose collective transportation;
- d. provide copies of the information material available, stating where such information is situated in the tourist accommodation.

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## **GENERAL MANAGEMENT**

Applicants with an Environmental Management System registered under the EMAS Regulation or certified according to ISO 14001 automatically fulfil the following general management criteria with exception of criteria 27, 28 and 29 (data collection and information). In such cases, the means of verification of compliance with those criteria is the EMAS registration or ISO 14001 certification.

**Please note that Criterion n.29 on information appearing on the EU eco-label must be complied with even if the tourist accommodation applies other Environmental Management Systems. Please note that in case of an environmental management system (EMAS or ISO 14001), it is highly advised that compliance with the EU eco-label criteria is stated as one of the environmental objectives**

### **23. Maintenance and servicing of boilers and air conditioning systems**

Maintenance and servicing of boilers and air conditioning systems shall be carried out at least yearly, or more often if so required by law or need, by appropriately qualified professionals, following CEI and national standards where these apply, or according to the manufacturer's instructions.

For air conditioning systems the maintenance (check for leakage and repair) has to be carried out according to Regulation 842/2006/EC of 17 May, on certain fluorinated greenhouse gases, in line with

the amount of F (fluorinated greenhouse) gas contained in the application, as follows:

- At least once every twelve months for applications containing 3 kg or more of F gases (this shall not apply to equipment with hermetically sealed systems, which are labelled as such and contain less than 6 kg of fluorinated greenhouse gases)
- At least once every six months for applications containing 30 kg or more of F gases
- At least once every three months for applications containing 300 kg or more of F gases

### **Context**

This criterion refers to the management section and its aim is to ensure efficiency of the boilers and air conditioning systems through proper maintenance.

### **Conditions for application**

This criterion is applicable to all tourist accommodations having a boiler and/or an air conditioning system.

***Assessment and verification:** The applicant shall provide a declaration of compliance with all parts of this criterion, together with a description of the boilers and their maintenance programme, and details of the persons/companies carrying out the maintenance, and what is checked during the maintenance. For air conditioning systems containing 3kg or more of F gases the applicant shall provide records on the quantity and type of F gases installed, any quantities added and the quantity recovered during maintenance, servicing and final disposal as well as the identification of the company or technician who performed the servicing or maintenance, as well as the dates and results of the leakage checks and relevant information specifically identifying the separate stationary equipment with more than 30kg of F gases.*

### **Compliance and documents to be attached**

The applicant shall

- a. conduct a maintenance check of his boilers and air conditioning systems, according to legal prescriptions, by qualified personnel, at least yearly or more often according to law or need ;
- b. conduct efficiency tests according to the prescriptions of the type of boiler and ensure himself that they are within legal limits;
- c. provide records on the quantity and type of F gases installed and quantities added and/or recovered during maintenance, servicing and disposal for air conditioning systems with 3kg or more of F gases.
- d. provide dates and results of leakage checks and relevant information according to Regulation 842/2006/EC of 17 May, on certain fluorinated greenhouse gases regarding separate stationary air conditioning equipment with more than 30 kg of F gases.
- e. provide a description of the boilers and air conditioning systems and their maintenance programme including details of the persons/companies carrying out the maintenance and what is checked during the maintenance.

Electronic Verification Form: Mandatory Criteria, Row 55-56

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## **24. Policy setting and environmental program**

The management shall have an environmental policy and shall draw up a simple environmental policy statement and a precise action program to ensure the application of the environmental policy.

The action program shall identify targets on environmental performance regarding energy, water, chemicals and waste, which shall be set every two years, taking into consideration the optional criteria and the data collected where available. It shall identify the person who will act as the environmental manager of the tourist accommodation and who is in charge of taking the necessary actions and reaching the targets. The environmental policy shall be available for consultation by the public. Comments and feedback from guests collected by means of a questionnaire or check list shall be taken into account.

### **Context**

This criterion refers to the management section and its aim is to explicit the environmental commitment of the tourist accommodation manager and organise his actions for a most efficient environmentally friendly position.

### **Condition for application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with a copy of the environmental policy or the policy statement and action program, and procedures for taking into account input from guests.*

### **Compliance and documents to be attached**

The applicant shall

- a. draw up an environmental policy statement;
- b. draw up an action program;
- c. provide a copy of the above documents and procedures for evaluating and taking into account input from guests.

Electronic Verification Form: Mandatory Criteria, Row 57-61

### **Suggestions:**

An **environmental policy** establishes the overall direction and commitment of the organization and provides a framework for action for the development of specific environmental objectives and targets.

When creating the policy, there are a number of important factors which need to be considered. It is necessary to ensure that the policy relates to both the individual needs and ideas of the company and connects with recognized Best practice Environmental Sustainability standard. It is a statement created for a wide audience, thus the wording and style of the policy requires careful consideration and should be drafted in a clear and precise one page document.

The environmental **action program** should focus on actions designed to reflect continuous improvement within the organization and may focus on energy, water, chemicals, waste and awareness raising. Possible targets of the action program should possibly include such **section B (optional) criteria** which have not already been fulfilled. The program should contain the following details:

- Clear descriptions of the actions
- Person/department responsible for carrying out the action,
- Budget
- Personnel resources / awareness raising and training
- Deadline for completion

The environmental programme has to focus on future targets and has to be updated annually.

### **Procedures for collecting input from guests**

There are several options:

- Questionnaires: Guests are familiar with questionnaires and are usually willing to complete the forms.
- Add environmental related questions to an existing questionnaire.
- Guests should be encouraged to verbally express feedback.
- A guest book.

### **Evaluating feedback**

There must be a system in place to evaluate guest feed back and act on conclusions. Recommendations should be added into the environmental action plan.

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## **25. Staff training**

The tourist accommodation shall provide information and training to the staff, including written procedures or manuals, to ensure the application of environmental measures and to raise awareness of environmentally responsible behaviour. In particular, the following issues shall be taken into consideration:

Concerning energy saving:

– Staff shall be trained on how to save energy.

Concerning water saving:

– Staff shall be trained to check every day for visible leaks and to take appropriate action as necessary.

– Flowers and outside areas shall normally be watered before high sun or after sunset, where regional or climatic conditions make it appropriate.

– Staff shall be informed of the tourist accommodation's policy regarding criterion 14 about towel change and be instructed how to comply with it.

Concerning chemical substances:

– Staff shall be trained not to exceed the recommended amount of detergent and disinfectant indicated on the packaging.

Concerning waste:

– Staff shall be trained to collect, separate and bring to appropriate disposal waste into the categories that can be handled separately by the local or national waste management facilities as defined by criterion 18.

– Staff shall be trained to collect, separate and bring to appropriate disposal hazardous waste as listed in Commission Decision 2000/532/EC of 3 May 2000 and defined by criterion 18.

Adequate training shall be provided to all new staff within four weeks of starting employment and for all staff at least once a year.

## **Context**

This criterion refers to the general management section and its aim is to ensure that staff is trained to carry out the criteria. Their understanding is essential and key for a successful environmental management program. Their total support and motivation is needed in order to implement all the defined environmental actions .

The lessons shall tackle all the aspects of the criteria as listed below. Written procedures or manuals shall be such as to ensure that staff, according to its role, has information available within the tourist accommodation in at least the topics listed below.

## **Topics for training required per staff position.**

### **Legend:**

general management: staff responsible for the coordination and supply management;

maintenance: staff responsible for the servicing and maintenance of equipment;

housekeeping: staff responsible for cleaning and waste disposal;

administration: staff responsible for front and back office activities

## **ENERGY**

### **General Management and Maintenance staff**

- Electricity: free electricity market and renewable resources. Directive 2001/77/EC and local legislation on the topic;
- Servicing, legal maintenance requirements for different types of HVAC, including the one which belongs to the tourist accommodation;

### **Maintenance staff**

- Heating, ventilation and air conditioning (HVAC); functioning, CO<sub>2</sub>, CO, NO<sub>x</sub> production; environmental impacts deriving from poor servicing and maintenance; efficiency:

elements which influence efficiency, most efficient types of HVAC;

- Insulation: wall and window insulation: different types of windows and insulation and consequences of good/poor insulation;
- Thermoregulation: most efficient levels of base temperature, heat dispersion with respect to outside walls and insulation;
- Energy efficient light bulbs;
- Energy efficient equipment. Energy Class, energy star;
- Energy production from renewable sources: solar heat, photovoltaic generation, etc.

## **WATER**

### **All staff**

- Water: the water cycle, the most recent causes for water shortage and its implications;

### **Maintenance staff**

- Waste water treatment . influence of oils and detergent foam in waste water plants:

### **Maintenance and housekeeping staff**

- Leaks: the importance of fixing them immediately (how many litres to one-drop leak for one day);
- Effects and types of flow reducers;
- Watering of flowers and outside areas before high sun or after sunset, where regional or climatic conditions make it appropriate.

### **Housekeeping and administration staff (reception and marketing)**

- Respecting the willingness of the guests to keep sheets and towels;
- Different ways to save water in the bathroom;

### **Housekeeping staff**

- Ways to save water during cleaning activities;

## **Maintenance staff**

- Rainwater use and recycling of water;

## **CHEMICAL SUBSTANCES**

### **Housekeeping staff**

- Detergents and disinfectants: consequences on the environment;
- Best types of detergents and practices for minimal use;

## **WASTE MANAGEMENT**

### **All staff**

- Waste reduction and separation (in the office, the kitchen, other as appropriate);
- Recycling of different types of waste;
- Collection, separation and appropriate disposal of hazardous waste as listed in Commission Decision 2000/532/EC of 3 May 2000 and defined by criterion 18

## **MANAGEMENT**

### **General management and administration staff**

- Management;
- EU eco-label criteria and scheme, environmental certification;
- Communication to the guests on the environmental commitment of the tourist accommodation;
- Follow up on consumer questionnaire on environmental services.

From each training session, material shall be available for each topic in the tourist accommodation for consultation.

### **Condition for application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with details of the training programme, its content, and an indication of which staff have received what training and when. The applicant shall provide also copies of procedures and staff communication concerning all mentioned issues.*

## **Compliance and documents to be attached**

The applicant shall

a. organise a training session on the above stated issues for its members of staff;

OR

b. send his lead and staff to a training session organised collectively specifically for tourist accommodation managers/staff;

OR

c. send the main staff representative per sector to a collective training and have him convey the knowledge and documentation to the other members of staff;

d. in any of the situations, provide details of the training programme its content, and an indication of which staff have received what training and when and how the information is conveyed to non attending staff, if applicable.

Electronic Verification Form: Mandatory Criteria, Row 62

**Note:** if the tourist accommodation is too small to organise training sessions for itself individually, requests should be made to one's trade association in order to organise collective training sessions, together with other similar structures.

Manuals are intended to be simple, according to the size and complexity of tasks, in any case they are intended to be within economical reach of micro-enterprises.

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## **26. Information to guests**

The tourist accommodation shall provide information to the guests, including conference participants, on its environmental policy, including safety and fire safety aspects, inviting them to contribute to its implementation. The information conveyed to the guests shall refer to the actions taken on behalf of its environmental policy and provide information about the EU Eco-label. This information shall be actively given to the guests at the reception, together with a questionnaire covering their views about the environmental aspects of the tourist accommodation. Notices inviting guests to support the environmental objectives shall be visible to the guests, especially in the common areas and the rooms. Specific actions for the different areas shall be:

Concerning energy:

– Where applicable, according to criteria nr. 7 and 8, inform guests on switching off heating/air conditioning and lights.

Concerning water and waste water:

– In the sanitary areas and bathrooms there shall be adequate information to the guest on how to help the tourist accommodation to save water.

– The guest shall be invited to inform the staff of any leak.

– In the toilets, signs shall request guests to dispose of their waste into the waste bins instead of the toilets.

### Concerning waste:

- The guest shall be informed about the waste reduction policy of the tourist accommodation and the use of quality product alternatives to disposable and single portion products, and should be encouraged to use non-disposable products, in case where any legislation requires the use of disposable products
- They shall be informed how and where they can separate waste according to local or national systems within the areas belonging to the tourist accommodation and where to dispose of their hazardous substances.

### Context

This criterion refers to the general management section and has the aim of making the guests aware of the EU eco-label and the tourist accommodation's environmental commitment, with the intent to stimulate their contribution in reducing the environmental impact of their presence.

### Condition for application

This criterion is applicable to all tourist accommodations.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with copies of the information signs and notices provided for the guests, and indicate its procedures for distributing and collecting the information and the questionnaire, and for taking the feedback into account.*

### Compliance and documents to be attached

The applicant shall

- produce an information notice regarding its environmental commitment towards the EU eco-label and the main measures taken toward environmental respect;
- include in the notice friendly invitation to the guest to help the tourist accommodation reach its environmental goals, which have to include the following aspects in the different areas of:

=> Energy

-Where applicable, according to criteria nr. 7 and 8, inform guests on switching off heating/air conditioning and lights.

=> Water and waste water:

- Adequate information in the sanitary areas and bathrooms to the guest on how to help the tourist accommodation to save water.

- Invitation to the guest to inform the staff of any leak.

- In the toilets, signs shall request guests to dispose of their waste into the waste bins instead of the toilets.

=> Waste:

- Information about the waste reduction policy of the tourist accommodation and the use of quality product alternatives to disposable and single portion products, and kind request to use non-disposable products, in case where any legislation requires the use of disposable products

- Information on how and where they can separate waste according to local or national systems within

- the areas belonging to the tourist accommodation and where to dispose of their hazardous substances.
- c. set up a questionnaire on the environmental aspects of the tourist accommodation;
  - d. provide copies of the information notices and questionnaire provided for the guests, stating where such information is situated in the tourist accommodation.

Electronic Verification Form: Mandatory Criteria, Row 63-64

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## **27. Energy and water consumption data**

The tourist accommodation shall have procedures for collecting and monitoring data on overall energy consumption (kWh), electricity and other energy sources consumption (kWh), and water consumption (litres).

Data shall be collected where possible, monthly or at least yearly, for the period when the tourist accommodation is open, and shall also be expressed as consumption per overnight stay and per m<sup>2</sup> of indoor area.

The tourist accommodation shall report the results yearly to the Competent Body that assessed the application.

### **Context**

This criterion refers to the general management section and its aim is to enable the tourist accommodation manager to monitor his consumptions.

### **Condition of application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with a description of the procedures. On application, the applicant shall provide the data for the above-listed consumptions for at least the previous six months (if available), and thereafter shall provide this data every year for the previous year or opening period. For the residential area (long term stay), the number of overnight stays can be based on an estimation by the tourist accommodation owner.*

### **Compliance and documents to be attached**

The applicant shall

- a. report the kind of source of electricity and the number of kWh of electricity used in the "electricity" consumption table of the electronic verification form (last sheet)
- b. report the kind of source of energy used for heating rooms and sanitary water and other uses and the number of kWh used in the "heating" consumption table of the electronic verification form
- c. report the water consumption in the "water" consumption table of the electronic verification form

- c. calculate with the help of the consumption tables the yearly figure of the above measurements per overnight stay and m<sup>2</sup> of indoor area;
- d. provide a description of the procedures for collecting the data in the notes to the consumption tables (if the data are collected monthly from energy/water meters or from bills, and with which frequency).
- e. report the results yearly to the Competent Body that assessed the application.

Electronic Verification Form: Mandatory Criteria, Row 65-67

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## **28. Other data collection**

The tourist accommodation shall have procedures for collecting and monitoring data on consumption of chemicals expressed in kg and/or litres specifying if the product is concentrated or not and the quantity of waste produced (litres and/or kg of unsorted waste).

Data shall be collected where possible, monthly or at least yearly, and shall also be expressed as consumption or production per overnight stay and per m<sup>2</sup> of indoor area.

The tourist accommodation shall report the results yearly to the Competent Body that assessed the application.

### **Context**

This criterion refers to the general management section and its aim is to enable the tourist accommodation manager to monitor his consumptions.

### **Condition of application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with a description of the procedures. On application, the applicant shall provide the data for the above-listed consumptions for at least the previous six months (if available), and thereafter shall provide this data every year for the previous year or opening period. The applicant shall specify the services offered and if laundry is cleaned on the premises.*

### **Compliance and documents to be attached**

The applicant shall

- a. report the quantity of detergents and disinfectants used in kg in the "chemical substances" consumption table of the electronic verification form, specifying in the note to the table whether the detergent is concentrated or not or if other measurements have been used;
- b. calculate with the help of the consumption tables at least the yearly figure of the above measurements per overnight stay and m<sup>2</sup> of indoor area;
- c. measure (in kg or liters) the amount of unsorted waste and report the values in the waste consumption table in the electronic verification form;

- d. calculate with the help of the consumption tables at least the yearly figure of the above measurements per overnight stay and m<sup>2</sup> of indoor area;
- e. specify the services offered and whether laundry service is offered;
- f. provide a description of the procedures used to collect the data (frequency and measuring method);
- g. report the results yearly to the Competent Body that assessed the application.

Electronic Verification Form: Mandatory Criteria, Row 68-70

**Note:**

**Chemical substances:**

Additional information about grams of dry substances can be found on the label of containers, or manufacturers may provide product information sheets. In the event that no information is available, it is useful to document the overall quantities in litres or kg. The amount of chemicals consumed can be compared with invoices.

**Waste:**

Quantifying data can be collected in the following way:

- Per kg or litres as per the request of the waste service provider
- If a flat rate is being paid to the waste service provider the tourist accommodations needs to develop its own measurement system (counting containers)

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## **29. Information appearing on the Eco-label**

Box 2 of the eco-label shall contain the following text:

– This tourist accommodation is actively taking measures to use renewable energy sources, save energy and water, to reduce waste, to improve the local environment.

### **Context**

This criterion refers to the general management section and its aim is to communicate the aims of the EU eco-label, as required by the regulation governing the EU eco-label.

### **Condition for application**

This criterion is applicable to all tourist accommodations.

***Assessment and verification:** The applicant shall provide a sample of how they will use the label, together with a declaration of compliance with this criterion.*

### **Compliance and documents to be attached**

The applicant shall

- a. make one or more supports for the EU eco-label message according to the contents

requested;

b. provide a sample of the supports.

Electronic Verification Form: Mandatory Criteria, Row 71

Note:

**THIS CRITERION MUST BE COMPLIED WITH EVEN BY THOSE ACCOMMODATIONS HAVING AN EMS (EMAS or ISO 14001) IN PLACE.**

The logo will be provided to the tourist accommodation in an electronic and easily printable form.

The logo can be used in the following way:

- Brochures
- Letters
- Envelopes
- Accommodation and other related websites
- Booking confirmation
- Invoices

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## **SECTION B**

### **OPTIONAL CRITERIA**

#### **REFERRED TO IN ARTICLE 2, FIRST AND SECOND PARAGRAPH**

These criteria are organised in sections similar to the criteria in the previous part. They cover a wide range of possibilities in order to allow the applicant to find the requirements which best fit his possibilities and his environmental policy, and is applicable in his case.

Each of the criteria set out in this Section has been attributed a value expressed in points or fractions of points. In order to qualify for award of the Eco-label, tourist accommodations must score a minimum of 20 points (the score for each criterion is indicated in the title of each criterion).

The total score required shall be increased by 3 points for each of the following additional services which are offered that are under the management or ownership of the tourist accommodation:

- food services (including breakfast)
- leisure/fitness activities, which include saunas, swimming pools and all other such facilities which are within the tourist accommodation grounds. If the leisure/fitness activities consist in a wellness centre,

the score required shall be increased by 5 points, instead of 3.

– Green areas, such as parks, woods and gardens which are open to guests.

## **ENERGY -B**

### **30. Generation of electricity through renewable energy sources** (up to 4 points)

The tourist accommodation shall have a photovoltaic (solar panel) or local hydroelectric system, geothermal, biomass or wind power electricity generation that supplies or will supply at least 20 % of the overall electricity consumption per year. (2 points).

The tourist accommodation shall introduce into the grid a net amount of electrical energy produced from renewable energy sources (2 points).

#### **Context**

This criterion refers to the energy section and its aim is to promote the auto-production of electricity from renewable resources and reduce production of greenhouse gas CO<sub>2</sub>.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation on the photovoltaic, hydroelectric, geothermal, biomass or wind power system and data on both its potential and actual output and documentation regarding the electricity flows from and to the grid as proof of any net contribution or electricity from renewable energy sources to the grid.*

#### **Compliance and documents to be attached**

The applicant shall

- a. describe the photovoltaic, local hydroelectric, geothermal, biomass or wind-power electricity generating systems and declare the potential production;
- b. declare the effective production of electricity from RES;
- c. provide documentation regarding the electricity flows from and to the grid

Electronic Verification Form: Optional Criteria, Row 4-5

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### **31. Energy from renewable energy sources** (up to 2 points)

At least 70 % of the total energy used to heat or cool either the rooms or to heat sanitary water shall come from renewable energy sources. (1.5 points, 2 points for 100% of the tourist accommodation's energy used for that purpose coming from renewable energy sources).

#### **Context**

This criterion refers to the energy section and its aim is to promote the auto-production of energy from renewable resources and reduce production of greenhouse gas CO<sub>2</sub>.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with data on the energy consumed in heating rooms and hot water and documentation showing that at least 70 % or 100% of this energy comes from renewable energy sources.*

### **Compliance and documents to be attached**

The applicant shall

- a. describe its system which uses renewable resources to heat and/or cool inside areas and sanitary water (such as biogas, biomass, pellets, heat pumps, geothermal energy, solar heating);
- b. report the % of heat and cool production which it provides with respect to the total yearly energy consumption for heating and cooling inside areas and heating and sanitary water (as required also by criterion n. 28 on measurement of energy consumption);

Electronic Verification Form: Optional Criteria, Row 6-7

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### **32. Boiler energy efficiency (1.5 points)**

The tourist accommodation shall have a four-star boiler as defined by Directive 92/42/EC.

#### **Context**

The criterion refers to the energy section and its aim is to reduce the use of fossil fuels by a high efficiency of the boiler.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with adequate documentation.*

### **Compliance and documents to be attached**

Four star boilers have efficiencies up to 95%. This information is usually contained in the technical booklet of the boiler, otherwise, the manufacturer or the retailer shall certify the number of stars of the boiler. This criterion can be fulfilled even by boilers which are excluded by Directive 92/42/EEC but have equivalent efficiency to the four star of the Directive.

The applicant shall

- a. ask the manufacturer or provider for a declaration regarding the number of stars of the boiler;
- OR
- b. provide a copy of the technical booklet of the boiler reporting the number of stars of the boiler

Electronic Verification Form: Optional Criteria, Row 8

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### **33. Boiler NO<sub>x</sub> emissions (1.5 points)**

The boiler shall be class 5 of the EN 297 prA3 norm regulating NO<sub>x</sub> emissions, and shall emit less than 60 mg NO<sub>x</sub>/kWh (gas condensing boilers) or 70 mg NO<sub>x</sub>/kWh (non condensing gas boilers up to nominal output of 120 kW).

#### **Context**

This criterion refers to the energy section and its aim is to reduce NO<sub>x</sub> emissions, responsible for greenhouse effect into the atmosphere, acidification and creation of photochemical ozone.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with a report or technical specifications from the professional technicians responsible for the sale and/or maintenance of the boiler.*

#### **Compliance and documents to be attached**

The applicant shall

a. ask the manufacturer or retailer for a declaration regarding the number of stars of the boiler and that the boiler does not emit more than 60 mg NO<sub>x</sub>/kWh (gas condensing boilers) or 70 mg NO<sub>x</sub> /kWh (non condensing gas boilers up to nominal output of 120 kW);

OR

b. provide a copy of the information on the number of stars in the technical booklet of the boiler;

c. keep data from maintenance tests in order to show that they were performed in time within the duration of the eco-label award;

Electronic Verification Form: Optional Criteria, Row 9-10

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### **34. District heating (1.5 points)**

The heating of the tourist accommodation shall be provided by efficient district heating, for the purposes of the eco-label defined as follows.

Generation of heat is done either in high efficiency cogeneration units as defined by Directive 2004/8/EC and the related Commission Decisions, or in heat only boilers with an efficiency that matches or surpasses the applicable reference value established by Commission Decision 2007/74/EC, of 21 December, establishing harmonised efficiency reference values for separate production of electricity and heat in application of Directive 2004/8/EC18;

and in addition:

-The pipes in the district heating distribution network shall meet the requirements as laid out in the applicable CEN standards for such pipes.

## Context

This criterion refers to the energy section and its aim is to reduce pollution from heating of many single accommodation as compared to heating produced from a central plant which is more efficient and better monitored, the district heating plant.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with documentation showing connection to the district heating.*

## Compliance and documents to be attached

The applicant shall

a. ask its energy provider a declaration of the presence of a district heating system to which the tourist accommodation is attached and the technical documentation regarding the production of the heat and its transportation;

OR

b. provide the necessary documentation showing the linkage to the district heating system and the compatibility of the distribution pipes with the applicable CEN standards;

c. provide technical documentation regarding the efficiency of the district heating system.

Electronic Verification Form: Optional Criteria, Row 11

**Note:** European standard for pipes in district heating distribution networks, published by the CEN:

EN 253 Bounded pipe system for underground hot water networks

EN 448 Pre-insulated fittings

EN 488 Pre-insulated valves

EN 489 Joints assembly

Steel pipes longitudinally welded according to DIN 1626:1984 or seamless according to DIN 1629:1984.

Steel material St 37,0 or similar according to DIN 17100

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## 35. Combined heat and power - cogeneration (1.5 points)

Electricity and heating of the tourist accommodation shall be provided by a high efficiency cogeneration unit according to Directive 2004/8/EC. If the tourist accommodation service has such cogeneration unit on site its output of heat and electricity shall supply at least 70 % of the total heat and electricity consumption on site. The supply shall be calculated in accordance with the methodology provided by Directive 2004/8/EC.

## Context

This criterion refers to the energy section and its aim is to favour the plants which generate heat and power (heat and electricity) together, which increases the efficiency of the plant.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with documentation on the combined heat and power plant.*

### **Compliance and documents to be attached**

*If the heat and power plant is not of the tourist accommodation,* the applicant shall

- a. ask its energy provider a declaration of the presence of a combined heat and power plant from which the tourist accommodation receives its heat and electricity and the methodology of the plant;
- b. indicate the amount of energy received from the heat and power plant, showing that it covers the entire yearly energy consumption;

*If the heat and power plant is of the tourist accommodation*

- , the applicant shall
- a. declare the presence of the combined heat and power plant for the tourist accommodation;
  - b. indicate the amount of energy received from the plant, showing that it covers 70% of the total heat and energy consumption and the methodology used by the plant, calculating the supply as specified in Annex II of [Directive 2004//EC](#) ;
  - c. indicate the provider and type of energy source of the remaining 30%;

Electronic Verification Form: Optional Criteria, Row 12

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### **36. Heat pump** (up to 2 points)

The tourist accommodation shall have a heat pump providing heat and/or air conditioning (1.5 points).  
The tourist accommodation has a heat pump with the EU Eco-label or another ISO type I Eco-label (2 points)

#### **Context**

This criterion refers to the energy section and favours the use of a heat pump due to its high efficiency in heating or cooling.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat pump.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide a copy of the technical booklet with the operating conditions of the heat pump;  
OR
- b. provide a technical report from qualified personnel reporting the operating conditions of the heat pump;  
OR
- c. provide documentation about the EU Eco-label or ISO type I certification of the heat pump;

Electronic Verification Form: Optional Criteria, Row 13-14

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### **37. Heat recovery** (up to 1.5 points)

The tourist accommodation shall have a heat recovery system for 1 (1 point) or 2 (1.5 points) of the following categories: refrigeration systems, ventilators, washing machines, dishwashers, swimming pool (s), sanitary waste water.

#### **Context**

This criterion refers to the energy section and its aim is to favour saving energy from the recovery of the heat from certain facilities present in the tourist accommodation.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with documentation on the heat recovery systems.*

#### **Compliance and documents to be attached**

The applicant shall

- a. provide a copy of the project of the heat recovery systems in place in the tourist accommodation;  
OR
- b. provide a description from the technician of the heat recovery measures adopted;

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### **38. Thermoregulation** (1.5 points)

The temperature in every common area and room shall be individually regulated.

#### **Context**

This criterion refers to the energy section and favours the possibility to regulate the temperature individually according to need which saves energy.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with documentation on the thermoregulatory systems.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide a description from the technician of the thermoregulation system;
- OR
- b. provide a document showing evidence of the technology used to operate the thermoregulation;

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### **39. Energy performance audits for buildings (1.5 points)**

The tourist accommodation service shall be subject to a biannual energy performance audit by an independent expert and implement at least two recommendations on improving the energy performance resulting from the audit.

#### **Context**

This criterion refers to the energy section and underlines the importance of identifying heating/cooling loss and leakage in buildings in order to save energy.

**Assessment and verification:** *the applicant shall provide the energy performance audit report and provide detailed documentation on how the tourist accommodation has fulfilled this criterion.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide a declaration from the expert who carried out the energy performance audit
- b. provide a document describing the findings of the audit;
- c. provide a declaration on which of the audit's recommendations will be implemented until the next visit.

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#### **Note:**

The typical energy performance audit includes a top-to-bottom survey of the building(s), including attics, knee walls, above grade walls, windows, doors, basement or crawl spaces, and heating/cooling/hot water systems. Infiltration tests are done using a blower door and digital manometer to estimate total leakage and diagnose its effect. Thermal imaging presents the actual state of thermal insulation of a building, identifying quickly the areas of heat/cooling loss (statistically, 31% occur on floors, walls and ceiling, 15% on ducts, 14% on fireplaces,

13% on plumbing penetrations, 11% on doors, 10% on windows, 4% on fans and vents and 2% on electric outlets).

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#### **40. Air conditioning** (up to 2 points)

All household air conditioners in the tourist accommodation have an energy efficiency 15% higher than the threshold to qualify for class A in Commission Directive 2002/31/EC (1.5 points). All household air conditioners in the tourist accommodation have an energy efficiency 30% or higher than the threshold to qualify for class A in Commission Directive 2002/31/EC (2 points).

This criterion does not apply to appliances that can also use other energy sources, air-to-water and water-to-water appliances, or units with an output (cooling power) greater than 12 kW.

#### **Context**

This criterion refers to the energy section and its aim is to save energy for the air conditioning resulting from high efficiency of the air conditioning system.

***Assessment and verification:** The applicant shall provide relevant documentation showing compliance with the criterion.*

#### **Compliance and documents to be attached**

a. The applicant shall provide evidence that his air conditioning system has a 15% higher energy efficiency than requested by class A by means of technical specification from a professional technician responsible for installation, sale and/or maintenance of the air conditioning system.

OR

a. The applicant shall provide evidence that his air conditioning system has a 30% higher energy efficiency than requested by class A by means of technical specification from a professional technician responsible for installation, sale and/or maintenance of the air conditioning system.

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**Note:** evidence from the technical booklet of the air conditioning system may be included in the technical specification.

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#### **41. Automatic switching-off of air conditioning and heating systems** (1.5 points)

There shall be an automatic system that turns off the air conditioning and heating of rooms when windows are open.

## Context

This criterion refers to the energy section and its aim is to avoid the waste of energy resulting from heating or cooling a room which has an open window.

**Assessment and verification:** *The applicant shall provide technical specification from the professional technicians responsible for the installation sale and/or maintenance of the air conditioning system.*

## Compliance and documents to be attached

The applicant shall provide evidence of having a system which automatically switches off heating or air conditioning if the windows are open, by means of technical specification from the professional technicians responsible for the installation sale and/or maintenance of the air conditioning system.

Electronic Verification Form: Optional Criteria, Row 19

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## 42. Bioclimatic architecture (3 points)

The tourist accommodation shall be built according to bioclimatic architectural principles.

## Context

This criterion refers to the energy section and its aim is to reduce consumption of resources and promote the use of natural resources.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate documentation.*

## Compliance and documents to be attached

Bioclimatic architecture refers to the structure of the building and tackles natural ways to save and use natural resources. Some examples are reported below.

The applicant shall:

- a. satisfy at least six of the following or similar conditions;
- b. provide a detailed explanation, for example a technical report, showing evidence of how the tourist accommodation fulfils the criterion;
- c. include any other appropriate documentation as evidence of compliance with the criterion.

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## NATURAL HEATING

### Measures are taken to make best use of heating from natural climate

1. appropriate exposure of the buildings to winter sun;
2. appropriate shelter of tourist accommodation from winter winds through natural

(vegetation) or artificial devices;

3. appropriate position of windows to use winter sun;

## NATURAL LIGHT

### **Measures are taken to make best use of natural light**

4. windows are placed in such a way that natural light on a sunny day is available for at least 8 hours a day for at least six months of the year in common areas;

5. windows are placed in such a way that natural light on a sunny day is available for at least 8 hours a day for at least six months of the year in at least 50% of the rooms;

6. the tourist accommodation does not interfere with the opportunity of adjacent buildings to use natural light;

## NATURAL COOLING

### **Measures are taken to make best use of cooling from natural climate**

7. appropriate orientation of the tourist accommodation buildings to summer shade through vegetation;

8. appropriate exposure of the tourist accommodation buildings to summer breezes;

9. appropriate shading of windows with natural or artificial shading devices;

10. appropriate array of windows, common areas and corridors to enhance natural ventilation;

11. appropriate devices in place to bring air from cool to warm sites (for example through mechanical ventilation systems which input cool air from basement in common areas);

## NOISE

### **Measures are taken to reduce the noise transmission**

12. common areas are enhanced with material which hinder noise transmission to other parts of the tourist accommodation;

13. the tourist accommodation buildings and outer boundaries are constructed using material which reduces noise to the outside;

14. vegetation is used to reduce noise transmission on the tourist accommodation ground.

## BUILDING MATERIALS

### **Measures are taken to increase the use of local building materials**

15. at least one main part of the tourist accommodation buildings is built with local materials;

16. at least one main part of the tourist accommodation buildings is built with recycled material;

17. there are measures in place to minimise the amount of energy embodied in new construction materials;

## LANDSCAPE INTEGRATION

### **Measures are taken to maximise the integration of the tourist accommodation with the landscape**

18. according to the site, the tourist accommodation is integrated into the landscape;

19. the tourist accommodation makes use of local vegetation (for example vegetation which does not need much watering)

## 20. OTHER specify

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**43. Energy efficient refrigerators** (1 point), **ovens** (1 point) **dishwashers** (1 point), **washing machines** (1 point), **dryers/tumblers** (1 point) and **office equipment** (maximum of 3 points).

(a) (1 point): All household refrigerators shall be of Class A+ or A++ efficiency according to Commission Directive 2003/66/EC of 3 July 2003 amending Commission Directive 94/2/EC of 21 January 1994 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric refrigerators, freezers and their combinations<sup>19</sup>, and all frigo- or mini-bars shall be at least class B efficiency.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the refrigerators and frigo or mini-bars.*

(b) (1 point): All household electric ovens shall be of class A energy efficiency as laid down in Commission Directive 2002/40/EC of 8 May 2002 implementing Council Directive 92/75/EEC with regard to energy labelling of household electric ovens.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the household electric ovens.*

**Note:** The criterion does not apply to ovens not operated with electric energy or otherwise not covered by Commission Directive 2002/40/EC (e.g. industrial ovens).

(c) (1 point): All household dishwashers shall be of class A energy efficiency as laid down in Commission Directive 1999/9/EC of 26 February 1999 amending Directive 97/17/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household dishwashers.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the dishwashers.*

**Note:** The criterion does not apply to dishwashers not covered by Directive 1999/9/EC (e.g. industrial dishwashers).

(d) (1 point): All household washing machines shall be of class A energy efficiency as laid down in Commission Directive 96/89/EC of 17 December 1996 amending Directive 95/12/EC implementing Council Directive 92/75/EEC with regard to energy labelling of household washing machines.

*Assessment and verification: The applicant shall provide documentation indicating the energy class of all the washing machines.*

**Note:** The criterion does not apply to washing machines not covered by Directive 96/89/EC (e.g. industrial washing machines) .

(e) (1 point): At least 80 % of office equipment (PCs, monitors, faxes, printers, scanners, photocopying machines) shall qualify for the energy star as laid down in Regulation (EC) No 106/2008 on a Community energy efficiency labelling programme for office equipment<sup>23</sup> and in Commission Decision 2003/168/EC of 11 March 2003 establishing the European Community Energy Star Board.

*Assessment and verification: The applicant shall provide documentation indicating the qualification for the energy star of the office equipment.*

(f) (1 point): All electric tumble driers shall be class A energy efficiency as laid down in Commission Directive 1995/13/EC implementing Council Directive 92/75/EEC, with regard to energy labelling of household electric tumble driers.

**Assessment and verification:** *The applicant shall provide documentation indicating the energy class of all electric tumble driers..*

**Note:** The criterion does not apply to electric tumble driers not covered by Directive 1995/13/EC (e.g. industrial tumble driers).

### **Context**

This criterion refers to the energy section and its aim is to reduce electricity consumption through the use of high efficiency equipment.

### **Compliance and documents to be attached**

The applicant shall provide technical documentation for those of the appliances he complies with in this criterion, proving they possess the required characteristics and energy classes.

Electronic Verification Form: Optional Criteria, Row 21

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### **44. Electric hand and hair driers with proximity sensor (up to 2 points)**

All electric hand (1 point) and hair (1 point) driers shall be fitted with proximity sensors or have been awarded an ISO Type I eco-label.

### **Context:**

This criterion refers to the energy section and its aim is to avoid the waste of energy resulting from hand or hair dryers functioning also when there is no object placed near or under them.

**Assessment and verification:** *The applicant shall provide appropriate supporting documentation of how the tourist accommodation fulfils this criterion.*

### **Compliance and documents to be attached**

The applicant shall

a. provide evidence that the hand- or hair dryers installed on his tourist accommodation are outfitted with sensors which guarantee the emission of warm air only when an object is placed near them.

OR

b. include information on the hand- or hairdryers that have been awarded an ISO Type I eco-label.

Electronic Verification Form: Optional Criteria, Row 22-23

**Note:** evidence from the technical booklet of the appliance may be included in the documentation.

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#### **45. Refrigerator positioning (1 point)**

The kitchen, restaurant and bar refrigerator(s) shall be positioned and regulated according to energy saving principles, in order to reduce energy waste.

##### **Context**

This criterion refers to the energy section and its main aim is to reduce energy consumption from a rational positioning and management of the refrigerator. Often the positioning of the refrigerator may influence its consumption as much as the energy efficiency.

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion.*

##### **Compliance and documents to be attached**

At least two of the following energy saving principles shall be respected:

1. the refrigerator is far from or shielded from sources of heat, such as the oven;
2. the cooling tubes of the refrigerator are well cleaned on a regular basis;
3. there are precise procedures to open the refrigerator as few times as possible.

The applicant shall

- a. specify which two actions are followed;
- b. provide an explanation of how he complies with the criterion.

Electronic Verification Form: Optional Criteria, Row 24

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#### **46. Automatic switching off lights in rooms (1,5 points)**

Automatic systems which turn the lights off when guests leave the room shall be installed in 95 % of the tourist accommodation.

##### **Context**

This criterion refers to the energy section and its aim is to avoid unnecessary light consumption in rooms, for example when the guest is not there.

*Assessment and verification: The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.*

##### **Compliance and documents to be attached**

The applicant shall

- a. ensure the functioning of an automatic system turning off lights when guests leave the rooms;
- b. ensure that the system is in place in at least 95% of the rooms;
- c. provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.

Electronic Verification Form: Optional Criteria, Row 25

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#### **47. Sauna timer control (1 point)**

All sauna units and hammams shall have a timer control or a staff procedure regulating the switching on/off.

#### **Context**

This criterion refers to the energy section and aims at reducing unnecessary energy consumption by adjusting sauna functioning according to need.

***Assessment and verification:** The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.*

#### **Compliance and documents to be attached**

The applicant shall

- a. provide technical specification that the sauna or hammam under his direct ownership or management has a time control;
- OR
- b. supply documentation about staff procedure regulating the switching on of the sauna or hammam only when it is needed;

Electronic Verification Form: Optional Criteria, Row 26

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#### **48. Swimming pool heating with renewable energy sources (up to 1.5 points)**

Energy used to heat swimming pool water shall come from renewable energy sources. At least 50%: 1 point, 100%: 1.5 points.

#### **Context:**

This criterion refers to the energy section and its aim is to promote the use of energy from renewable sources such as to diminish production of the greenhouse gas CO<sub>2</sub>. When using solar power for heating processed water for example, about 70 kg of carbon dioxide emission and other harmful materials can be avoided per square meter collector surface per year.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with data on the energy consumed in heating swimming pool water and documentation showing the amount of energy used that comes from renewable energy sources.*

### **Compliance and documents to be attached**

The applicant shall

- a. describe the system used to heat the swimming pool(s); such as solar heating;
- b. report the % of heat production which it provides with respect to the total yearly energy consumption for heating the swimming pool(s) (as required also by criterion n. 27 on measurement of energy consumption);

Electronic Verification Form: Optional Criteria, Row 27

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### **49. Automatic switching off outside lights (1.5 points)**

Outside lighting not needed for security reasons shall be turned off automatically after a defined time, or be activated through a proximity sensor.

#### **Context**

This criterion refers to the energy section and its aim is to avoid unnecessary energy consumption in outside lights, such as when outside natural light is sufficient.

**Assessment and verification:** *The applicant shall provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems.*

### **Compliance and documents to be attached**

The applicant shall

- a. ensure the functioning of an automatic system turning off outside lights when natural lighting is sufficient;
- b. provide technical specification from the professional technicians responsible for the installation and/or maintenance of these systems .

Electronic Verification Form: Optional Criteria, Row 28

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## **WATER - B**

### **50. Use of rainwater (2 points) and recycled water (2 points)**

(a) (2 points): Rainwater shall be collected and used for non-sanitary and non-drinking purposes.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation, and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.*

(b) (2 points): Recycled water shall be collected and used for non-sanitary and non-drinking purposes.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.*

### **Context**

This criterion refers to the water section and its aim is to save consumption of treated drinkable water for non drinking purposes.

### **Compliance and documents to be attached**

The applicant shall

- a. ensure the implementation of a rainwater and/or a recycled water collecting system;
- b. ensure that this system shall be very clearly separate from the system distributing drinking water;
- c. provide a detailed explanation of how the tourist accommodation fulfils this criterion,
- d. provide appropriate supporting documentation, and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.

Electronic Verification Form: Optional Criteria, Row 29-30

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### **51. Automatic watering systems for outside areas (1.5 points)**

The tourist accommodation shall use an automatic system which optimises watering times and water consumption for outside plants/greening.

### **Context**

This criterion refers to the water section and its aim is to reduce water consumption from watering plants and green areas in inefficient ways.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. identify the most efficient watering schedule for his plants and green areas;
- b. apply automatic watering systems which insure that best schedule;
- c. provide documentation on the automatic watering system and the time schedule adopted.

Electronic Verification Form: Optional Criteria, Row 31

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## **52. Water flow from taps and shower heads (1.5 points)**

The average flow from all taps and shower heads excluding bath taps shall not exceed 8 litres/minute.

### **Context**

This criterion refers to the water section and its aim is to reduce water consumption from guest use of showers and taps.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. measure the water flow by collecting and measuring the water which flows from taps and shower heads in one minute
- b. identify the best way to reduce the flow of water to maximum 8 litres per minute if it results superior to that;
- c. provide a detailed explanation on how the criterion is fulfilled;
- d. provide any other documentation if the explanation is not considered complete enough.

Electronic Verification Form: Optional Criteria, Row 32

### **Note:**

Suggestions for water reduction: use of water flow reducers, reduction of the pressure from source.

### **Formula for computation:**

The average is calculated as follows:

$(\text{Litres/min from taps} * \text{number of taps}) + (\text{litres/min from shower heads} * \text{number of shower heads}) / \text{number of taps} + \text{number of shower heads} = 8 \text{ litres or less.}$

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### **53. WC flushing** (1.5 points)

At least 95 % of WCs shall consume six litres per full flush or less.

#### **Context**

This criterion refers to the water section and its aim is to save water through reduction of water used for WC flushing.

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

#### **Compliance and documents to be attached**

The applicant shall

- a. measure the quantity of water used at each flushing of the toilet (obtain information about the volume of the water tank from the manufacturer in the event the flusher is built into the wall, or from the technical documentation of the installed toilets)
- b. identify the best way to reduce the volume of flushing to 6 litres or less;
- c. provide a detailed explanation on how the criterion is fulfilled including a protocol of the measurements if such have taken place;
- d. provide any other documentation if the explanation is not considered complete enough.

Electronic Verification Form: Optional Criteria, Row 33

**Note:** Suggestions for water reduction:

- Manually fixing the floater of the water tank in order to limit the water consumption to 6 litres
- Reducing the volume of the water tank to 6 litres either with a sand filled bottle or bricks
- Install a two push button system where flushing will not exceed 6 litres.
- Install a single manual flushing system (flushes as long as you press the button).
- Install an automatic flow control system

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### **54. Dishwasher water consumption** (1 point)

The water consumption of the dishwashers (expressed as  $W(\text{measured})$ ) shall be lower or equal to the threshold as defined in the equation below using the same test method EN 50242 and programme cycle as chosen for Commission Directive 97/17/EC:

$$W(\text{measured}) \leq (0,625 \times S) + 9,25$$

where:

$W(\text{measured})$  = the measured water consumption of the dishwasher in litres per cycle, expressed to the first decimal,

$S$  = the applicable number of standard place settings of the dishwasher.

The criterion only applies to household dishwashers.

### **Context**

This criterion refers to the water section and its aim is to reduce the consumption of water used for the dishwasher.

***Assessment and verification:** The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the dishwashers or evidence that the dishwashers have been awarded the Community eco-label.*

### **Compliance and documents to be attached**

The applicant shall

a. provide technical specification from professional technicians; or an equivalent document, like the information contained in the producer's manual/technical booklet.

OR

b. provide evidence that the dishwasher in the tourist accommodation has been rewarded the EU eco-label;

c. provide the water consumption of the dishwasher attested by specifically installed water meters, as from criterion 89

Electronic Verification Form: Optional Criteria, Row 34

**Note:** Example of water consumption:

A dishwasher with a 12 place setting shall have a maximum consumption of 16.75 litres per cycle; one with 6 place settings, shall have a maximum consumption of 8.5 litres per cycle.

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### **55. Washing machine water consumption (1 point)**

The washing machines used within the tourist accommodation by guests and staff or those used by the tourist accommodation laundry service provider shall use no more than 12 litres of water per kg of wash-load measured according to EN 60456, using the same standard 60 °C cotton cycle as chosen for Directive 95/12/EC.

### **Context**

This criterion refers to the water section and its aim is to reduce the potential water consumption for the laundry service.

***Assessment and verification:** The applicant shall provide technical specification from the professional technicians responsible for the manufacture, sale or maintenance of the washing machines or evidence that the washing machines have been awarded the Community eco-label. The tourist accommodation*

*management shall provide technical documentation from its laundry service provider that their washing machine complies with the criterion.*

### **Compliance and documents to be attached**

The applicant shall

- a. enquire about the water consumption of the washing machine; (usually the information is reported in the technical booklet);
- b. provide technical specification from the technicians responsible for the manufacture, sale or maintenance of the washing machines, which may include information reported in the technical booklet;

OR

- c. provide evidence that the washing machine has been awarded the EU eco-label;

AND

- d. ask, if relevant, his laundry service provider technical documentation on how they comply with the criterion.

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### **56. Tap water temperature and flow (1 point)**

At least 95 % of taps shall allow a precise and prompt regulation of the water temperature and of the water flow.

#### **Context**

This criterion refers to the water section and its aim is to reduce the time needed to regulate water temperature, resulting in a lower water (and energy) consumption.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. install a system which enables to regulate the flow of water AND to reach the desired temperature in a few seconds;
- b. ensure that this system is installed in at least 95% of the guest rooms;
- c. provide a detailed explanation on how the tourist accommodation fulfils the criterion;
- d. provide appropriate supporting documentation of the temperature regulation mechanisms and adequate documentation showing its implementation if the explanation is not considered complete enough.

Electronic Verification Form: Optional Criteria, Row 36

## **Suggestions:**

One usual way to control the water flow is to put single lever taps. For the temperature, there are sensitive lever systems which enable the heating system to quickly reach the desired temperature.

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### **57. Shower timers (1.5 points)**

All showers in staff facilities, outdoor and common areas shall have a timing/ proximity device which interrupts water flow after a defined time or if not in use.

#### **Context**

This criterion refers to the water section and its aim is to reduce consumption of water with respect to showers.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

#### **Compliance and documents to be attached**

The applicant shall

- a. ensure instalment of a system which turns the showers off after a certain time;
- b. provide detailed explanation on how the tourist accommodation fulfils the criterion;
- c. provide any other documentation (such as the technical specification for the devices and timers in showers) if the explanation is not considered complete enough.

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### **58. Swimming pool cover (1 point)**

At night or when the filled swimming pool is not used for more than a day, it shall be covered to prevent the cooling of the water in the pool and to reduce evaporation.

#### **Context:**

This criterion refers to the water section and its aim is to reduce water consumption through evaporation. Further aims are also the conservation of the temperature and therefore less need for energy consumption for water heating, and the reduction of pollution /algae growth.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide documentation on the type of cover used and the procedures followed for the pool coverage.
- b. provide documentation regarding the safety measures applied in order to avoid accidental stepping on the covering and/or. possibility of swimming underneath the cover

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### **59. De-icing** (up to 1.5 points)

Where de-icing of roads is necessary, mechanical means or sand/gravel shall be used in order to make roads on the tourist accommodation ground safe in case of ice/snow (1.5 points).

If chemical de-icing is used, substances which do not contain more than 1% chloride ion (Cl-) (1 point) or de-icers that have been awarded the Community Eco-label or other national or regional ISO type I eco-labels (1.5 points) shall be used.

#### **Context:**

This criterion refers to the water section and its aim is to reduce ground water pollution. Road salts are toxic to plants, wildlife, lakes, streams and groundwater. Even when used in small amounts, salt will leak into surrounding soil, changing the soil's composition and making it hard for plants to survive. Salt it is also highly corrosive to paved surfaces, buildings and cars.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. check if mechanical means of de-icing are enough to ensure safe transit on icy roads within the tourist accommodation;
- b. if otherwise necessary, choose de-icing products which respect the criterion;
- c. provide documentation on the type of de-icing used (mechanical or chemical) and de-icing procedures,
- d. if chemical de-icers are used, provide information on the products and their specifications.

Electronic Verification Form: Optional Criteria, Row 39

#### **Note:**

- De-icing should be done using mechanical means;
- Sand or gravel should be used to control snow and ice on the tourist accommodation roads and

- paths. This type of de-icing preserves and conserves local fauna and flora and biodiversity.
- *Eco-certified products should be used for de-icing (ISO Type 1 Ecolabel).*
  - De-icing should not come at the expense of guest comfort (e.g. sharp-edged chips)
  - An alternative to mechanical snow cleaning is to create a compact cover by pressing the snow without clearing it.
  - Minimise the usage of snow clearing substances at dangerous locations, e.g. steep roads.
  - To reduce the environmental impact of snow clearing, the standard value of 10 g per square meter should not be exceeded.
  - It is important to realise that „sodium-free” gritting material also contain sodium chloride ions (NaCl), which create a higher environmental impact.
  - Other chemical defrosters like urea, phosphate compounds, ammonium salts are not considered to be environmental friendly.

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### **60. Indications on water hardness** (up to 2 points)

In proximity to laundry areas/washing machines/ dishwashers there shall be displayed explanations on local water hardness (1 point) to allow better use of detergents by guests and staff or an automatic dosage system (1 point) shall be used which optimises detergent use according to water hardness.

#### **Context**

Water hardness influences the amount of detergents used for laundry. This criterion refers to saving chemicals through water indications.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with relevant documentation showing how the guest is informed.*

#### **Compliance and documents to be attached**

The applicant shall

- a. research the hardness of his water;
  - b. put information to guests and staff in the places where the information is necessary and provide copy of this information;
- AND/OR
- c. install automatic dosage systems for detergents already tuned to the water hardness
  - d. provide a description of the dosage systems and on how its use is explained to the guests

Electronic Verification Form: Optional Criteria, Row 40-41

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### **61. Water saving urinals** (1.5 points)

All urinals shall use a waterless system or have a manual/electronic flushing system, which permits

single flushing of every urinal only when used.

**Context:**

This criterion refers to the water section and its aim is to reduce water consumption. Waterless urinals have the potential to save approximately 150.000 l of water per urinal per year in heavy usage scenarios. Waterless systems incorporate a dual seal to insulate the bathroom environment from sewer gases. There is a standing liquid barrier of greater than two inches, which is covered by a low-density, water-insoluble surfactant similar to olive oil in terms of its physiochemical properties. The polymeric surfactant, which is used as a sealant, is biodegradable and non-toxic, but permeable to higher density urine streams. This commercially available surfactant forms an added barrier or seal, which prevents the back-diffusion of undesirable sewer gases into the airspace of a restroom. Because of this added sealant, which floats on top of a normal water barrier, the waterless systems provide even greater protection to the local atmospheric environment from gases and bacteria than the traditional water-only trap systems in conventional flush urinals. They also use no de-scaling chemicals, detergents, strong cleaning chemicals or acid treatment materials, as are prevalent with most manual and automatic flushing urinals.

***Assessment and verification:** The applicant shall provide detailed supporting documentation of how the tourist accommodation fulfils this criterion.*

**Compliance and documents to be attached**

The applicant shall

a. provide appropriate documentation on the type of urinal used, including a description of the chemicals for the waterless urinals and functioning of the flushing mechanism (manual or electronic, with amount of water for every flushing).

Electronic Verification Form: Optional Criteria, Row 42

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**62. Indigenous species used for new outdoor planting (1 point)**

Any planting of outdoor areas with trees and hedges shall be composed of indigenous species of vegetation.

**Context:**

This criterion refers to the water section and its aim is to reduce water consumption and groundwater pollution. Local flora is better adapted to the climate conditions and more resistant to potential parasites or illnesses than imported species. There will therefore be less need of chemical treatments and watering.

The danger of alien species lies, in some cases, in the faster growth on alien sites. This can lead up to the

complete replacement of the indigenous plants. Reasons for this can be the lack of natural enemies and the favourable climate. This can lead to the loss of the genetic diversity of the specific area and replaces it with a genetic diversity that already exists elsewhere. If exotic species replace indigenous species with a certain function (e.g. steadying riverbanks) without being able to take over their function, the landscape can be gravely damaged. These damages can only be repaired through complex and expensive reparations.

***Assessment and verification:*** *The applicant shall provide the relevant specification of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation by an expert.*

### **Compliance and documents to be attached**

The applicant shall provide appropriate documentation on the type of planting used, including

- a. description of the species planted;
- b. declaration of an expert (botanist or florist) regarding the geographical provenience of the plants and their appropriateness for the local climate.

Electronic Verification Form: Optional Criteria, Row 43

### **Note:**

It is important to obtain information from an expert (e.g. forester) on indigenous species - as well as subspecies or/and varieties - especially appropriate for the tourist accommodation in order to recognise and understand the biodiversity aspects of the tourist accommodation and surrounding area in order to determine types of indigenous and non-indigenous flora (hilly or even, any rivers or lakes/seas). This is important as to the needs of the species (need of sun and water, shape of root etc.) It is preferable to chose robust species which are less sensitive to fungal decay or other illnesses. This avoids necessary replanting and the possible distribution of the illness. Plants should be bought, where possible from a regional or local supplier (e.g. forestry office or gardening centre). The transportation routes are shorter and the knowledge of the needs and optimal growing conditions of these species is more distinct.

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## **DETERGENTS AND DISINFECTANTS - B**

### **63. Detergents** (up to 3 points)

At least 80 % by weight of hand dishwashing detergents and/or detergents for dishwashers and/or laundry detergent and/or all purpose cleaners and/or sanitary detergents and/or soaps and shampoos used by the tourist accommodation shall have been awarded the Community Eco-label or other national or regional ISO Type I eco-labels (1 point for each of these categories of detergents up to a maximum of 3 points).

#### **Context**

This criterion refers to the chemical section and its aim is to reduce environmental impact due to detergents by promoting procurement of eco-labelled detergents. Only ISO Type I eco-labels are accepted.

***Assessment and verification:** The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an Eco-label.*

#### **Compliance and documents to be attached**

The applicant shall

- a. indicate the amount by weight used yearly of one or more of the following detergent categories:
  - hand dishwashing detergents,
  - dishwasher detergents,
  - laundry detergents
  - all purpose cleaners;
  - sanitary detergents
  - soaps and shampoos
- b. indicate for each relevant category the amount of EU or ISO Type I eco-labelled product used yearly;
- c. provide evidence that the amount of eco-labelled detergent category is at least 80%;
- d. provide relevant documentation, such as relevant invoices, proving that the above stated detergents have been purchased by the tourist accommodation.

Electronic Verification Form: Optional Criteria, Row 44

**Note:** Manufacturers of ISO type I Ecolabel products can be found on the following websites:

- [www.Ecolabel.com](http://www.Ecolabel.com)

- [www.Blauer-engel.de](http://www.Blauer-engel.de)
- [www.Swanen.nu](http://www.Swanen.nu)
- [www.Umweltzeichen.at](http://www.Umweltzeichen.at)

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#### **64. Indoor and outdoor paints and varnishes** (up to 2 points)

At least 50 % of the indoor and/or outdoor painting of the tourist accommodation shall be done with indoor and/or outdoor paints and varnishes awarded the Community Eco-label or other national or regional ISO Type I eco-labels. (1 point for indoor, 1 for outdoor paints and varnishes).

#### **Context**

This criterion refers to the chemical section and its aim is to reduce environmental impacts due to paints and varnishes by promoting procurement of eco-labelled products. Only ISO Type I eco-labels are accepted. This criterion refers to indoor and outdoor paints and varnishes. The period of validity of the criterion is considered to be three years back from the time of application and one year ahead, in the case that the painting of the tourist accommodation is planned shortly after the time of application.

***Assessment and verification:** The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an Eco-label.*

#### **Compliance and documents to be attached**

The applicant shall

- a. indicate the amount by weight of indoor paints and varnishes used or to be used within the tourist accommodation;
- AND/OR
- b. indicate the amount by weight of outdoor paints and varnishes used or to be used within the tourist accommodation;
  - c. indicate the amount of indoor and/or outdoor paints and varnishes used or to be used which have the EU or an ISO Type I eco-label;
  - d. provide evidence that the amount used of eco-labelled paints and varnishes is at least 50% with appropriate documentation (such as relevant invoices).

Electronic Verification Form: Optional Criteria, Row 45-46

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#### **65. Support to alternatives to artificial barbecue lighter** (1 point)

Excluding artificial barbecue lighting products, alternative products such as rape seed oil, hemp products, shall be sold or offered on the premises of the tourist accommodation.

### **Context:**

This criterion refers to the chemical section and its aim is to reduce pollution. Chemical fire lighting products can have a heavy impact on water and soil. They are also very toxic if ingested accidentally and highly dangerous in areas at fire risk.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion.*

### **Compliance and documents to be attached**

The applicant shall

- a. enquire about the availability of alternative barbecue lighting products on the local market (example: rape seed oil, wood grain or hemp fibre pellets);
- b. provide documentation on the type of fire lighting products sold in the shops;
- c. inform guests about alternative methods of barbecue lighting
- c. provide a declaration that no chemical fire lighting products are sold in the shops on the tourist accommodation.

Electronic Verification Form: Optional Criteria, Row 47

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### **66. Swimming pools: Dosage of disinfectants (1 point) or natural/ecological swimming pools (1 point)**

The swimming pool shall have an automatic dosage system that uses the minimum amount of disinfectant for the appropriate hygienic result (1 point).

Or

The swimming pool shall be of the ecological/natural type with only natural elements guaranteeing for the hygiene and safety of the bathers (1 point).

### **Context**

This criterion refers to the chemical section and its aim is to reduce the amount of chemicals used in the swimming pool.

***Assessment and verification:** The applicant shall provide a technical documentation concerning the automatic dosage system or the type of ecological/natural swimming pool and its maintenance.*

### **Compliance and documents to be attached**

The applicant shall

- a. enquire about the minimum legal requirements of disinfectants in swimming pools, as appropriate to his situation;
- b. ensure an automatic dosage system conveying that minimum adequate amount;
- c. provide a technical documentation, such as technical report from technicians or a copy of

the project on the automatic dosage system, concerning the automatic dosage system.

OR

c. provide detailed documentation with the description of the type of ecological/natural swimming pool and its maintenance.

Electronic Verification Form: Optional Criteria, Row 48

**Note:**

A natural or ecological pool mimics a natural pond. It has several depths of water to move it thermally instead of using a pump. A selection of special, but usually locally growing, plants is placed strategically to make use of their cleansing as well as oxygenation properties. Typha or bulrush or cattail is a favourite choice because of its ability to establish itself and vetiver is another. Plants with a rhizome (an underground stem) such as canna are also preferred. The usual idea is to remove as much of the nitrates and phosphates as possible. This is done to prevent the excessive growth of algae and the subsequent eutrophication of the waters. Care has to be taken not to allow the temperature of the water to go too high. This is done with appropriate shading trees in the right directions. The usual maintenance measures would include the removal of leaves using a skimmer and cleaning the pool of organic material as much as possible.

The pool itself is divided into two parts, one with the planted filter and stones called the water regeneration part and the other which is the water part where one swims. An alternative is to install biological filters to purify the water, rather than leave the job to water plants. This type of construction resembles more a traditional swimming pool than a natural swimming pool, but has the advantage that swimming area can be gained : in a natural swimming pool, about a third of the swimming area is taken in by the water plants.

The pools are lined at the bottom to prevent seepage of water usually with a UV resistant and tear resistant plastic and then lined with earth.

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**67. Mechanical cleaning** (1 point)

The tourist accommodation shall have precise procedures for conducting chemical-free cleaning, such as use of micro-fibre products or other non-chemical cleaning materials or activities with similar effects.

**Context**

This criterion refers to the chemical section and its aim is to reduce the use of chemicals used in cleaning activities

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

**Compliance and documents to be attached**

The applicant shall

- a. identify precise procedures on how to carry out cleaning without chemical substances;
- b. provide a detailed explanation on these procedures;
- c. provide, if relevant, any other supporting documentation.

Electronic Verification Form: Optional Criteria, Row 49

**Note:**

“Mechanical cleaning” (in the context of this criterion) includes:

- Micro fibre products
- Synthetic cloths
- Steam evaporators.

**Micro fibre** products and **synthetic cloths** are mostly used for dry and semi-dry purposes and for plain surfaces including tables, windows and mirrors. Micro fibre products are not recommended for rough surfaces and wet purposes.

**Steam evaporators** are used for several purposes including the cleaning of floors (ceramics as well as carpets), toilets, swimming pool areas and kitchens. They usually work with high pressure and heat and achieve a high level of tidiness.

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**68. Organic gardening** (2 points)

Outside areas shall be managed either without any use of pesticides or according to organic farming principles, as laid down in Council Regulation (EC) N°834/2007 of 28 June 2007 on organic production and labelling and its subsequent amendments, or as laid down in national law or recognised national organic schemes.

**Context**

This criterion refers to the chemical section and its aim is to reduce the amounts of pesticides used, in order to reduce soil and water pollution.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

**Compliance and documents to be attached**

The applicant shall

- a. have procedures to ensure the management of green areas without any pesticides;
- OR
- b. have procedures to ensure the management of green areas with only those substances

allowed by the Organic production of agricultural products;

AND

- c. provide a detailed explanation of how the tourist accommodation fulfils the criterion;
- d. provide any other relevant documentation.

Electronic Verification Form: Optional Criteria, Row 50

**Note:**

All types of organic gardening and farming should follow the regulation of IFOAM or a equivalent national organic certification program. If no organic gardens/farms exist, the tourist accommodation should contact an IFOAM-International Federation of Organic Agriculture Movements recognised representative in order to obtain the organic farming and gardening guidelines.

Examples of how to begin the process towards organic gardening and farming:

- Use natural structures (wood, clay, stone) and cultivate the soil in organic way
- Avoid usage of any type of chemical fertilizers and pesticides
- Prepare a small composting plot. In the event on site composting is not possible, purchase compost which is organically certified
- Select local indigenous plants and flowers, including spice and medicinal plants. Some of these plants may have natural insect repellent characteristics (mints, garlic, dill etc.)
- Use rainwater for watering

Additional types of activities:

- Inform and show guest about organic gardening/farming
- Specially created and designated walking paths
- The tourist accommodation can designate a certain site within the tourist accommodation specifically for wild life (example: bird nesting)

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**69. Insect and pest repellents** (up to 2 points)

Architectural design of the accommodation and hygiene practices (such as building on stilts to prevent rats entering premises, use of mosquito nets and coils) shall ensure that the use of insect and pest repellents in the tourist accommodation is kept to a strict minimum (1 point).

If insect and pest repellents are used, only substances which are allowed for organic farming (as laid down in Council Regulation (EC) n° 834/2007 of 28 June 2007 on organic production and labelling) or that have been awarded the Community Eco-label or other national or regional ISO type I eco-labels shall be used (1 point).

**Context:**

This criterion refers to the chemical section and its aim is to reduce the amounts of chemical pest repellents used, in order to reduce soil and water pollution.

*Assessment and verification: The applicant shall provide a detailed explanation how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

**Compliance and documents to be attached**

The applicant shall

a. have procedures to ensure the management of the premises without any chemical pest control;

OR

b. have procedures to ensure the management of the premises with only those substances allowed by the organic production and labelling regulation or which have been awarded an ISO type I ecolabel;

AND

c. provide a detailed explanation of how the tourist accommodation fulfils the criterion; including the description of the herbal or mechanical solutions chosen;

d. provide any other relevant documentation.

Electronic Verification Form: Optional Criteria, Row 51-52

**Note:**

Additional mechanical ways to avoid the usage of insect repellents:

- Frequently clean the premises.
- The installation of mosquito nets and coils on windows and doors can help against flying insects. Self-closing doors may hinder insects and other animals to enter e.g. toilets or kitchens.
- Many insects are attracted by light sources with a high fraction of ultraviolet rays. If possible avoid direct sources of light.
- Seal easily accessible areas and permeable windows
- Ensure waste bins are inaccessible to animals.

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**WASTE - B**

**70. Composting** (up to 2 points)

The tourist accommodation shall separate relevant organic waste (garden waste 1 point; kitchen waste 1 point) and shall ensure that it is composted according to local authority guidelines (e.g. by the local administration, in-house or by a private agency).

## Context

This criterion refers to the waste management section . The main purpose of composting is to reduce the amount the overall waste being deposited at landfill thus reducing the environmental impact of waste. In addition it provides a possibility for the tourist accommodation to self develop a non harmful and natural fertilizer for the gardens.

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation if relevant.*

## Compliance and documents to be attached

The applicant shall

- a. enquire on the local composting guidelines;
- b. identify all the various types of waste which is being generated by the kitchens and gardens that can and cannot be used for composting
- c. determine the location (on site or outsourced) of the composting site.
- b. provide a detailed explanation on procedures describing measures taken for composting: how to separate the various types of waste, which types of waste can separated and where to deposit.;
- c. provide any necessary documentation of disposal through local public or private agencies.

Electronic Verification Form: Optional Criteria, Row 53-54

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## 71. Disposable drink containers (2 points)

Disposable drink containers shall not be offered in the areas under the ownership or the direct management of the tourist accommodation.

## Context

This criterion refers to the waste management section and its aim is to reduce the production of waste from single use drink containers such as aluminium cans and plastic bottles.

*Assessment and verification: The applicant shall provide a declaration of compliance with this criterion, together with an indication of which such disposable products are used, if any, and the legislation requiring this.*

## Compliance and documents to be attached

The applicant shall

- a. indicate any existing law requiring disposable drink containers within the tourist accommodation and, if relevant, the types of drink containers which must be disposable, according to law (for example in swimming pool areas, saunas and spas);
- b. indicate which disposable drink containers have been substituted with other options;

## Electronic Verification Form: Optional Criteria, Row 55

### **Note:**

If there is no substitution possible due to legislation requirements, this criterion cannot be fulfilled and the 3 points cannot be scored.

If soft drink, water, beer bottles are refillable and there are procedures in place for refilling, criterion n. 79 is also fulfilled!

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### **72. Fat/oil disposal** (up to 2 points)

Fat separators shall be installed and pan fat/oils and deep-frying fat/oils shall be collected and disposed of appropriately (1 point). Proper disposal of own fat/oil is offered to guests where appropriate (e.g. apartments) (1 point).

### **Context**

This criterion refers to the waste management section and its aim is to remove fat and oil from kitchen waste in order to prevent it from reaching the sewage treatment plant.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. ensure instalment of fat separators;
- b. provide a collection point for fat and oils for the food service area and at least one for the guests (where the guests have food preparation facilities);
- c. communicate the location of these collection points to staff and guests;
- d. ensure the correct collection of fat and oils by the appropriate authority;
- e. provide a detailed explanation on how the criterion is fulfilled;
- f. provide any other appropriate documentation.

## Electronic Verification Form: Optional Criteria, Row 56-57

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### **73. Used textiles, furniture and other products** (up to 2 points)

Used furniture, textiles and other products such as electronic equipment, shall be given to charity according to the tourist accommodation policy (2 points) or sold (1 point) to other associations which collect and redistribute such goods.

## Context

This criterion refers to the waste treatment section and its aim is to reduce voluminous waste

*Assessment and verification: The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation from the associations.*

## Compliance and documents to be attached

The applicant shall

- a. ensure the distribution or sale of used furniture, textiles or other products to other associations or recipients;
- b. provide a detailed explanation on how the criterion is fulfilled;
- c. provide any other appropriate documentation.

Electronic Verification Form: Optional Criteria, Row 58

## Note:

Examples of used textile, furniture and other products:

- Worn towel
- Sheets
- Tablecloths
- Uniforms
- Old crockery and cutlery
- Beds, chairs, tables, couches
- Bed mattresses
- TVs, radios, computers
- Refrigerators, washing machines

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## OTHER SERVICES - B

### 74. Roof landscaping (2 points)

At least 50% of tourist accommodation building(s) which have suitable roofs (flat roofs or roofs with a small angle of inclination) and are not used for other purposes, shall be grassed or planted.

## Context:

This criterion refers to the possibility, through planting on the roofs, to reduce the general sealing of landscape and create valuable living space for micro organisms. Green roofing is also known for reducing noise pollution (until 50 dB) and reduces energy consumption by 25% for heating and cooling.

**Assessment and verification:** *The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. research and carry out a project of planting the adequate roofs on his premises with resistant and indigenous species, such as local sedum varieties which require few watering and no fertilizer.;
- b. request a technical evaluation of the structure on which the planting will be situated, in order to establish if it will be able to carry the added weight;
- c. provide detailed explanation and documentation on how the criterion is fulfilled, including specification on the type of insulation, soil and flora used, the procedures necessary for their maintenance and a technical declaration regarding the stability of the planted surface and proof that at least 50% of the buildings with suitable roof are grassed or planted.

Electronic Verification Form: Optional Criteria, Row 59

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### **75. Environmental communication and education** (up to 3 points)

The tourist accommodation shall provide environmental communication and education notices on local biodiversity, landscape and nature conservation measures to guests (1.5 points). Guest entertainment includes elements of environmental education (1.5 points).

### **Context**

This criterion refers to the other services section and its main aim is to promote awareness and environmental communication to the guests.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. distribute brochures and other educational material about the environment of the accommodation premises to guests and visitors; The awareness raising material should be placed in the busiest areas of the tourist accommodation and in easily visible places.
- b. ensure that the material contains some information about responsible behaviour toward the environment;
- c. have information specific for young guests, if appropriate;
- d. include elements of environmental education in the guest entertainment, such as nature quizzes for children, eco-rallies, handicraft with natural materials, events with environmental

themes, guided bicycle/walking tours or visits to natural/protected areas by public transportation and similar excursions;

e. include text of the material distributed and the announcements of the entertainment offer, stating where such information is situated in the tourist accommodation;

f. provide a detailed explanation on how the criterion is fulfilled.

Electronic Verification Form: Optional Criteria, Row 60-61

### **Note:**

Examples of environmental and biodiversity information:

- Nature sites
- Nature trails and eco-tourism routes
- Observation posts to view wildlife
- Natural protected areas, NATURA 2000 territories, PAN PARK– Protected Area Network of Parks,
- Local Bio-diversity
- Practical steps that can be taken to preserve biodiversity
- Importance of the EU Flower
- Information regarding the values of environmental sustainability
- Where to find local eco-tourism guides
- Local tourism maps
- Magazines related to the preservation of natural resources and restoration of nature
- Ecological movies

It is a challenge for urban tourist accommodations to connect with sustainability type issues. Thus the awareness raising could focus on the following:

- Eco friendly transportation in the city
- Locally owned stores where to purchase locally produced ecological and organic products
- Guided tours highlighting urban nature and urban biodiversity and wellness in the city

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### **76. No smoking in common areas and rooms** (up to 1.5 points)

Smoking shall not be allowed in 100 % of indoor common areas and at least 70% (1 point) or at least 95 % (1.5 points) of the rooms.

### **Context**

This criterion aims to ensure the quality of air inside rooms and common areas for the comfort and safety of the guests.

**Assessment and verification:** *The applicant shall indicate the number and nature of the areas and shall indicate which of these are non-smoking.*

### **Compliance and documents to be attached**

The applicant shall

- a. ensure that all indoor common areas and at least 70% /95% of all rooms are non smoking;
- b. provide a description of the number and nature of the areas and rooms which are non-smoking.

Electronic Verification Form: Optional Criteria, Row 62

### **Note:**

Non smoking signs should be clearly marked and visible

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### **77. Bicycles (1.5 points)**

Bicycles shall be made available to guests. (At least 3 bikes for every 50 rooms)

### **Context**

This criterion refers to the other services section and its aim is to promote the use of non polluting transportation.

**Assessment and verification:** *The applicant shall provide an explanation of how the tourist accommodation fulfils this criterion.*

### **Compliance and documents to be attached**

The applicant shall

- a. ensure that there are bicycles easily available to guests for free or for a fee;
- b. provide an explanation on how they are available to the guests.

Electronic Verification Form: Optional Criteria, Row 63

### **Note:**

The bicycles can be present within the tourist accommodation grounds or the applicant may have a convention with a bicycle rental near by and have information on the service available to guests within the tourist accommodation.

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### **78. Pick up service (1 point)**

The tourist accommodation shall offer guests travelling with public transport pick up service at arrival with environmentally friendly means of transportation such as electric cars or horse sleds.

### **Context**

This criterion refers to the other services section and its aim is to promote the use of non polluting transportation.

***Assessment and verification:** The applicant shall provide an explanation on how the tourist accommodation fulfils this criterion and an example how it is communicated to guests.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide an explanation on which kind of environmentally friendly pick up service he provides to his guests
- b. provide an example on how he communicates the pick up service to the guests.

Electronic Verification Form: Optional Criteria, Row 64

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### **79. Returnable or refillable bottles** (up to 3 points)

The tourist accommodation shall offer beverages in returnable/refillable bottles: soft drinks (1 point), beer (1 point), water (1 point).

### **Context**

This criterion refers to the other services section and its aim is to promote the re-use of bottles rather than their disposal.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation from the suppliers of the bottles.*

### **Compliance and documents to be attached**

The applicant shall

- a. have providers which ensure the refilling of the bottles used within the tourist accommodation for the drinks listed by the criterion;
- b. provide a detailed explanation on how the criterion is fulfilled;
- c. provide other appropriate documentation from the suppliers of the bottles.

Electronic Verification Form: Optional Criteria, Row 65

**Note:** if due to the procedures of refilling soft drink, water and beer bottles no disposable drink containers are sold, criterion n. 71 is also fulfilled!

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### **80. Use of rechargeable products** (up to 2 points)

The tourist accommodation shall use only rechargeable batteries for TV remote controls (1 point), and/or rechargeable cartridges for toner for printers and photocopiers (1 point).

#### **Context**

This criterion refers to the other services section and its aim is to promote the re-use through recharging of products rather than their disposal.

***Assessment and verification:** The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with appropriate supporting documentation from the suppliers of the batteries and/or the refillers of the toner cartridges.*

#### **Compliance and documents to be attached**

The applicant shall

a. have providers which ensure the refilling of the toner cartridges for printers and photocopiers

b. provide documentation which proves the regular refilling of the cartridges

AND/OR

c. provide the number of TV remote controls present on the premises

d. provide documentation regarding the quantity of rechargeable batteries purchased

e. describe the procedures used for the recharging of the batteries

Electronic Verification Form: Optional Criteria, Row 66-67

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### **81. Paper products** (up to 3 points)

At least 80 % of toilet/tissue paper and/or office paper and/or printed paper used shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of these three categories of paper products)

#### **Context**

This criterion refers to the other services section and its aim is to reduce environmental impacts due to paper production by promoting procurement of eco-labelled paper products. Only ISO Type I eco-labels are accepted. This criterion refers to three kinds of paper products: One point is given for each kind of paper products purchased.

**Assessment and verification:** *The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and the quantities that have an eco-label.*

### **Compliance and documents to be attached**

The applicant shall

a. indicate the amount by weight used yearly of one or more of the following paper products categories:

1. tissue /toilet paper,
2. office paper,
3. printed paper

b. indicate for each relevant category the amount of EU or ISO Type I eco-labelled product used yearly;

c. provide evidence that the amount of eco-labelled paper product category is at least 80%.

Electronic Verification Form: Optional Criteria, Row 68

### **Note:**

The following are examples of recognised ecolabels for paper:

- **The EU Eco-label** in the European Union
- **The Nordic Swan** in Scandinavia and Iceland
- **The Blue Angel** in Germany
- **Dutch Milieukeur** in the Netherlands
- **Austrian Ecolabel** in Austria

Paper products which are marketed with other eco-labels or as “chlorine-free” do not meet this criterion.

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### **82. Durable goods** (up to 3 points)

At least 30 % of any category of durable goods (such as bed-linen, towels, table linen, PCs, portables, TVs, mattresses, furniture, washing machines, dishwashers, refrigerators, vacuum cleaners, floor coverings, light bulbs) present in the tourist accommodation, including rental accommodation, shall have been awarded the Community eco-label or other national or regional ISO Type I eco-labels (1 point for each of up to three categories of durable goods).

### **Context**

This criterion refers to the other services section and its aim is to reduce environmental impacts due to production of durable goods by promoting procurement of eco-labelled products Only ISO Type I ecolabels are accepted. This criterion refers to several kinds of products, as long as they have been awarded the Community eco-label or an ISO Type I eco-

label. One point is given for each kind of product purchased, up to a maximum of three points.

**Assessment and verification:** *The applicant shall provide data and documentation indicating the quantities of such products owned and the quantities that have an eco-label.*

### **Compliance and documents to be attached**

The applicant shall

- a. indicate the number of durable goods of up to three of the product categories present in the tourist accommodation such as bed-linen, towels, table linen, PCs, portables, TVs, mattresses, furniture, washing machines, dishwashers, refrigerators, vacuum cleaners, floor coverings, light bulbs
- b. indicate for each relevant category the number of EU or ISO Type I eco-labelled products present in the tourist accommodation grounds;
- c. provide evidence that the amount of eco-labelled durable goods present in the tourist accommodation grounds is at least 30%.

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### **83. Local food products** (up to 3 points)

At least two locally sourced and not out of season (for fresh fruit and vegetables) food products shall be offered at each meal, including breakfast (1.5 points).

Where applicable, consumption of local endangered species such as specific fish and crustacean species and “bushmeat” and shrimps from mangrove forest endangering cultivation shall be forbidden (1.5 points).

### **Context**

This criterion refers to the other services section and its aim is to promote the use of local food products, in order to promote local economy and reduce transport. The criterion also intends to promote consumer perception against delicacies which involve endangered species.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.*

### **Compliance and documents to be attached**

The applicant shall

- a. indicate the locally sourced, seasonal products which are offered at meals and/or breakfast within the tourist accommodation;
- b. provide evidence that they are locally sourced and not out of season;

In case of endangered species,

- d. declare any law regarding endangered or locally protected species and provide a declaration that no such species is served at meals or sold within the tourist accommodation.

e. provide a declaration that no shrimps from mangrove forest endangering cultivation is served or sold within the tourist accommodation.

Electronic Verification Form: Optional Criteria, Row 70-71

**Note:**

Locally sourced product is a product which has been caught or grown within 100 km of the tourist accommodation, or, if the geographical conditions of the country require to consider greater distances, it is a product which distinctly reflects a traditional national economy.

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**84. Organic food (up to 2 points)**

The main ingredients of at least two dishes (1 point) or the whole menu including breakfast (2 points) shall have been produced by organic farming methods, as laid down in Council Regulation (EC) N° 834/2007 of 28 June 2007 on organic production and labelling or produced according to an ISO type I eco label.

**Context**

This criterion refers to the other services section and its aim is to promote the use of organic food.

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation.*

**Compliance and documents to be attached**

The applicant shall

- a. indicate the main ingredients of two dishes or the whole menu including breakfast given to the guests within the tourist accommodation;
- b. provide evidence that they are grown according to organic farming methods or produced according to an ISO type I eco-label;

Electronic Verification Form: Optional Criteria, Row 72

**Note:**

Main ingredient is the ingredient which is contained in most amount. For example: flour for bread and cakes, milk for creams and curds, vegetables for side dishes and salads (making specific reference to the most used types) etc.

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### **85. Indoor air quality** (up to 4 points)

The tourist accommodation shall provide an optimal indoor air quality through one or both of the following measures:

- The rooms and common areas shall correspond to European Council Directive 89/106/EEC, of 21 December 1988 (Annex I requirement no.3; hygiene, health and the environment) containing only painting, decorating, furniture and other materials certified with the European Eco-label or another equivalent low emission ISO type I environmental label (2 points).
- The rooms and common areas shall be fragrance free, the sheets, towels and textiles shall be washed with fragrance free detergents (1 point) and cleaning shall be carried out with fragrance free means (1 point).

#### **Context**

This criterion refers to the other services section and its aim is to ensure a better indoor air quality to guests and staff

***Assessment and verification:** The applicant shall provide a declaration of compliance with this criterion, together with appropriate supporting documentation. As regards the fragrance free requirement, a list of components/ingredients of fragrance free washing and cleaning shall be considered as sufficient.*

#### **Compliance and documents to be attached**

The applicant shall

- provide evidence that rooms and common areas contain only painting, decorating, furniture and other materials certified with the European Eco-label or another equivalent low-emission ISO type I environmental label with a list of the products and the respective labels  
AND/OR
- provide evidence that rooms and common areas are fragrance free, such as a list of the products used to wash sheets, towels and textiles AND/OR the products used for cleaning and their ingredients

Electronic Verification Form: Optional Criteria, Row 73-75

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## **GENERAL MANAGEMENT - B**

### **86. EMAS registration** (3 points), **ISO certification** (2 points) **of the tourist accommodation**

The tourist accommodation shall be registered under the Community eco-management and audit scheme (EMAS) (3 points) or certified according to ISO 14001 standard (2 points).

#### **Context**

This criterion refers to the general management section and its aim is to promote the implementation of environmental management systems of the tourist accommodation.

**Assessment and verification:** *The applicant shall provide appropriate evidence of EMAS registration or ISO 14001 certification.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide evidence that the tourist accommodation has an EMAS registration;
- OR
- b. provide evidence that the tourist accommodation has an ISO 14001 certification.

Electronic Verification Form: Optional Criteria, Row 76-77

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### **87. EMAS registration (1.5 points) or ISO certification (1 point) of suppliers**

At least one of the main suppliers or service providers of the tourist accommodation shall be registered with EMAS (1.5 points) or certified according to ISO 14001 (1 point).

### **Context**

This criterion refers to the general management section and its aim is to promote the choice of suppliers which have implemented an environmental management system.

**Assessment and verification:** *The applicant shall provide appropriate evidence of EMAS registration or ISO 14001 certification by at least one of his main suppliers.*

### **Compliance and documents to be attached**

The applicant shall

- a. provide evidence that at least one of the tourist accommodation's main suppliers has an EMAS registration;
- OR
- b. provide evidence that at least one of the tourist accommodation's main suppliers has an ISO 14001 certification;
  - c. declare that the supplier which has an Environmental Management System in place is one of his main suppliers.

Electronic Verification Form: Optional Criteria, Row 78-79

### **Note:**

Main supplier is one of the 10 main suppliers of the tourist accommodation in terms of quantity of products provided or entity of the service. For example: provider of soap,

detergents, paper, food, may be among the main providers of goods. Agencies responsible for out-sourced laundry service, maintenance of HVAC or maintenance of office equipment may be among the main service providers.

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### **88. Compliance by subcontractors with mandatory criteria** (up to 4 points)

Where additional services of food or leisure/fitness activities are subcontracted, those services shall comply with all the mandatory criteria of this Annex, that apply to that specific services (2 point for each service of food and beverage and/or leisure facilities which is present on the tourist accommodation).

#### **Context**

This criterion refers to the general management section and its main aim is to promote environmental awareness and management also among those services available to the tourist accommodation's guests which are not directly under the management of the applicant but which reflect directly on the image and the environmental impact of the tourist accommodation itself.

***Assessment and verification:** The applicant shall provide appropriate documentation of contractual agreements with his subcontractors regarding their compliance with the mandatory criteria.*

#### **Compliance and documents to be attached**

The applicant shall

- a. assess and define the compliance of the relevant subcontractors with the applicable Section A criteria;
- b. present appropriate documentation for each subcontractor to show compliance with the mandatory criteria (filled in with the help of the digital verification form and accompanied by the requested documentation for each criterion).

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### **89. Energy and water meters** (1 point)

The tourist accommodation shall have additional energy and water meters installed so as to allow data collection on consumption of different activities and/or machines, such as rooms, laundry and kitchen service and/or specific machines like refrigerators, washing machines, etc.

#### **Context**

This criterion refers to the general management section and its aim is to enable the tourist accommodation to monitor its consumptions in great detail.

**Assessment and verification:** *The applicant shall provide a detailed explanation of how the tourist accommodation fulfils this criterion, together with an analysis of the data collected (if already available).*

### **Compliance and documents to be attached**

The applicant shall

- a. install meters of water or energy which enable the separate consumption count of:
  1. areas of the tourist accommodation having a specific activity (for example the laundry service, the kitchen, one floor etc);
  2. specific machines (refrigerators, washing machines, etc);
- b. provide a detailed explanation of how he complies with the criterion together with existing data, if available.

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### **90. Additional environmental actions** (maximum 3 points)

Either:

(a) Additional environmental actions (up to 1.5 points each, to a maximum of 3 points): The management of the tourist accommodation shall take actions, additional to those provided for by way of criteria in this Section or in Section A, to improve the environmental performance of the tourist accommodation. The Competent Body assessing the application shall attribute a score to these actions not exceeding 1.5 points per action.

### **Context**

This part of the criterion refers to the general management section and its aim is to promote other environmental action which may be particularly effective according to the conditions of the tourist accommodation.

**Assessment and verification:** *The applicant shall provide a declaration of compliance with this criterion, together with a full description of each additional action the applicant wishes to be taken into account;*

### **Compliance and documents to be attached**

The applicant shall

- a. identify, if any, an environmental action which has significant effect in reducing
  1. Energy consumption,
  2. Water consumption,
  3. Chemical substance use
  4. Waste production.
- b. provide a full description on how the tourist accommodation complies with the criterion;

## Electronic Verification Form: Optional Criteria, Row 82

Or:

(b) Eco-label award (3 points): The tourist accommodation shall be awarded one of the national or regional ISO Type I eco-labels.

**Assessment and verification:** *The applicant shall provide appropriate evidence of having been awarded an eco-label.*

### **Context**

This part of the criterion refers to the general management section and its aim is to give credit to the tourist accommodation for achieving a national or local ISO Type I eco-label

### **Compliance and documents to be attached**

The applicant shall

- a. ensure that the eco-label with which it has been awarded is ISO Type I eco-label;
- b. provide evidence of having been awarded the eco-label.

## Electronic Verification Form: Optional Criteria, Row 83

### **Note:**

an ISO Type I eco-label is an eco-label which has been developed according to the ISO 14024 guidelines. These guidelines include taking into consideration the life cycle of the eco-labelled product, carrying out consultation with stakeholders, guaranteeing transparency of the criteria development and third party verification of compliance with the criteria.

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## Verification documents

*This part describes the different verification documents which are required by the procedures for verification and assessment of compliance*

*with the criteria and the usual body responsible for their release. Note that this list is of indicative nature.*

*Competent Bodies in other Member States may be able to provide details if the above indications do not apply. (contact details for Competent Bodies are on the European Commission's eco-labelling website at [http://ec.europa.eu/environment/ecolabel/contacts/competent\\_bodies\\_en.htm](http://ec.europa.eu/environment/ecolabel/contacts/competent_bodies_en.htm)*

Verification occurs at the request of applicants for the EU eco-label. Its scope is to assess that the tourist accommodation complies with the requirements of the EU eco-label scheme and can receive the logo without misleading the consumer or causing a damage to the image of the EU eco-label.

The verification procedures are as simple and inexpensive as possible. They mainly refer to the production of documentation. The main verification measures are: documentation, declaration and inspection. They are described as follows.

## **DOCUMENTATION**

Documentation as a means of verification, means to produce a document which does not originate from the tourist accommodation. Examples of documentation are bills, invoices, contracts, and on site inspection. As follows each of the documents mentioned in the verification procedures shall be explained.

### **Bill**

For the scope of the verifications required by Commission Decision on tourist accommodation service criteria and described in this application pack, the bill is the document which certifies

payment requests for the consumption of energy (heating, electricity) and water from the public or private authority responsible for the distribution of these resources. The bill usually indicates the amount of resources used. This number is important for the monitoring of consumption. This will show the tourist accommodation manager how much money he is saving due to the application of the EU eco-label.

### **Contracts**

For the scope of the EU eco-label, contracts are the best verification document to assess compliance to a criterion requiring purchase of a continuous service, for example the waste disposal service according to waste separation measures, or the acquisition of electricity from renewable sources.

### **Invoice**

Invoices verify compliance to the criteria acting on the purchase phase. They are the proof of having acquired a certain number of elements of a certain component, as required by the criterion. For example, invoices of light saving light bulbs, or of Energy Star office equipment state the kind of equipment present in the tourist accommodation. They also verify the intervention of a qualified professional on behalf of an action required, such as a maintenance check.

### **Registration or certification**

For the scope of the EU eco-label, registration or certification documents satisfy the assessment of participation to other EMS, such as existing eco-labels and EMAS.

### **Technical Booklets**

For the scope of the EU eco-label, technical booklets are a good verification document. They report the features of equipment. For example, a Class A washing machine shall have a technical booklet in which this feature is stated.

## **DECLARATION (THIRD PARTY OR SELF-DECLARATION)**

For the scope of this application pack, a declaration is a signed document stating that the requested conditions are met. The truth of the declaration is intended to be under the responsibility of the person or Body signing the declaration.

### **Third party declaration**

Declarations may come from manufacturers if they refer to product characteristics, from a public or private authority if they refer to services related to an activity of the tourist accommodation (for example: proper waste disposal of hazardous material).

### **Self-declaration**

In particular, self-declaration as a means of verification, entails a written statement where the

tourist accommodation manager states that what he writes is true, and can be checked by an audit. Self-declaration is a verification means for those situations where documentation, as stated above, is not easily available or where verification refers to activities which only depend on the tourist accommodation manager.

Self-declaration is a verification system which can be easily fulfilled and is not discriminating to applicants in relation to their size, geographical position and structure.

Often self-declaration can be double checked by on-site inspection, such as the average water flow from taps and showers, presence of information material for guests, or presence of staff at training workshops. Registers which are required by management criteria on data and environmental performances of equipment may be considered as evidence for self-declaration.

## **ON-SITE INSPECTION**

On-site inspection as a means of verification is carried out when a situation must be seen. This means that assessment of compliance to the criterion needs the inspector.s judgment.

On-site inspections are carried out by auditors from Competent Bodies

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## **MODEL FORMS**

### MODEL 1 : FORMS OF DECLARATION

(self-declaration, declaration from third parties)

I hereby declare that the tourist accommodation (insert registered name of the tourist accommodation) complies with criterion n. ... through the following situation:

(description and explanation on how the tourist accommodation complies with the criterion)

I include the following documents:

- Bill
- Invoice
- Technical documents/measurements
- Declaration from public authority

- Other \_\_\_\_\_

In truth,

---

Signature of the applicant

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Signature from third party (technician, etc) if requested

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MODEL 2: declaration of non application of the criterion

I hereby declare that criterion n. \_\_\_\_\_ is not applicable to the tourist accommodation (insert registered name of the tourist accommodation) due to the following situation:

(description and explanation on how the tourist accommodation complies with the criterion)

In truth,

---

Signature of the applicant

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MODEL 3: enquiry letter to local providers/authorities.

I hereby declare that on date \_\_\_\_\_ I have sent the enquiry letter to the following local provider/ authority

- Energy provider
- Provider of drinking water
- Local administration

- Special waste disposing agencies
- Special waste disposal sites
- Trade association/Chamber of commerce
- Competent Body
- Other \_\_\_\_\_

asking the provision of the following information

- provision of electricity from renewable resources
- presence of a water protection plan study
- the presence and characteristics of a waste water plan
- types of separate waste categories collected
- collection of separate hazardous waste
- collective environmental training
- other \_\_\_\_\_

I include the answer which I have received from the authority in question.

In truth,

\_\_\_\_\_

Signature of the applicant

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Other important documents

## From Annex III of Directive 91/689/EEC on hazardous waste

### PROPERTIES OF WASTES WHICH RENDER THEM HAZARDOUS

H1 'Explosive': substances and preparations which may explode under the effect of flame or which are more sensitive to shocks or friction than dinitrobenzene.

H2 'Oxidizing': substances and preparations which exhibit highly exothermic reactions when in contact with other substances, particularly flammable substances.

H3-A 'Highly flammable': liquid substances and preparations having a flash point below 21 °C (including extremely flammable liquids), or -substances and preparations which may become hot and finally catch fire in contact with air at ambient temperature without any application of energy, or - solid substances and preparations which may readily catchfire after brief contact with a source of ignition and which continue to burn or to be consumed after removal ofthe source of ignition, or - gaseous substances and preparations which are flammable in air at normal pressure, or substances and preparations which, in contact with water or damp air, evolve highly flammable gases in dangerous quantities.

H3-B 'Flammable': liquid substances and preparations having a flash point equal to or greater than 21 ° C and less than or equal to 55 °C.

H4 'Irritant': non-corrosive substances and preparations which, through immediate, prolonged or repeated contact with the skin or mucous membrane, can cause inflammation.

H5 'harmful': substances and preparations which, if they are inhaled or ingested or if they penetrate the skin, may involve limited health risks.

H6 'Toxic': substances and preparations (including very toxic substances and preparations) which, if they are inhaled or ingested or if they penetrate the skin, may involve serious, acute or chronic health risks and even death.

H7 'Carcinogenic': substances and preparations which, if they are inhaled or ingested or if they penetrate the skin, may induce cancer or increase its incidence.

H8 'Corrosive': substances and preparations which may destroy living tissue on contacts.

H9 'Infectious': substances containing viable micro-organisms or their toxins which are known or reliably believed to cause disease in man or other living organisms.

H10 'Teratogenic': substances and preparations which, if they are inhaled or ingested or if they penetrate the skin, may induce non-hereditary congenital malformations or increase their incidence.

H11 'Mutagenic': substances and preparations which, if they are inhaled or ingested or if they penetrate the skin, may induce hereditary genetic defects or increase their incidence.

H12 Substances and preparations which release toxic or very toxic gases in contact with water, air or an acid.

H13 Substances and preparations capable by any means, after disposal, of yielding another substance, e.g. a leachate, which possesses any of the characteristics listed above.

H14 'Ecotoxic': substances and preparations which present or may present immediate or delayed risks for one or more sectors of the environment.

## Test methods

The methods to be used are those described in Annex V to Directive 67/548/EEC, in the version as amended by Commission Directive 84/449/EEC (2), or by subsequent Commission Directives adapting Directive

67/548/EEC to technical progress. These methods are themselves based on the work and recommendations of the competent international bodies, in particular the OECD.

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## **From Annex VIII of Directive 2000/60/EC**

### INDICATIVE LIST OF THE MAIN POLLUTANTS

1. Organohalogen compounds and substances which may form such compounds in the aquatic environment.
2. Organophosphorous compounds.
3. Organotin compounds.
4. Substances and preparations, or the breakdown products of such, which have been proved to possess carcinogenic or mutagenic properties or properties which may affect steroidogenic, thyroid, reproduction or other endocrine-related functions in or via the aquatic environment.
5. Persistent hydrocarbons and persistent and bioaccumulable organic toxic substances.

6. Cyanides.

7. Metals and their compounds.

8. Arsenic and its compounds.

9. Biocides and plant protection products.

10. Materials in suspension.

11. Substances which contribute to eutrophication (in particular, nitrates and phosphates).

12. Substances which have an unfavourable influence on the oxygen balance (and can be measured using parameters

such as BOD, COD, etc.).